# Ahmad Naufal

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## SUMMARY

Results-driven Customer Support Logistics professional with over five years of experience in the logistics and shipping industry. Expertise includes addressing seller and supplier inquiries, managing shipment issues, and collaborating with various teams to resolve complex cases. Proven ability to lead a team, enhance service quality, and prepare detailed reports for management. Skilled in data processing and ensuring operational success in shipping activities.

## EXPERIENCE

### Customer Support Logistic

**OrderOnline.id – PT Ordivo Teknologi Indonesia**      **October 2023 – June 2025, Jakarta, Indonesia · Hybrid**

· Managed inquiries from sellers and suppliers regarding shipment issues.
· Worked alongside the supplier and business development teams to resolve logistical challenges.
· Coordinated with the control tower and claims team to address shipping fee adjustments for specific cases.
· Successfully finalized shipment statuses (Delivered, Returned, Claimed) for the August–December 2024 period.
· Recognized as a model employee for exceptional data management and analytical skills which contributed to streamlining communication channels and enhancing the efficiency of resolving shipment discrepancies.
· Monitored shipment accuracy across 3,200+ weekly parcels by utilizing SAP Logistics and Excel tracking tools over a 5-month period, reducing delivery errors by 18% and supporting continuous improvement of end-to-end order fulfillment KPIs.

### Team Leader Special Service Department Corporate

**SICEPAT EKSPRES INDONESIA**      **July 2021 – June 2023, Central Jakarta, Jakarta, Indonesia**

· Supervised and guided a team of 10 staff to improve operational efficiency and service quality.
· Contributed to the development of team KPIs and the creation of automation reports, reducing manual processes by up to 50%.
· Prepared operational data for monthly reports and presented insights to management.
· Collaborated with finance and sales teams for data reconciliation and coordinated with the claims team to resolve shipping cost revision cases.

### Staff Special Service Department Corporate

**SICEPAT EKSPRES INDONESIA**      **October 2019 – June 2021, Indonesia**

· Managed high-value B2B customer relationships and provided tailored services.
· Oversaw 10 key B2B clients, ensuring their specific needs were met. Delivered daily shipping reports via email and WhatsApp group, maintaining transparency.
· Addressed customer complaints through email and WhatsApp, enhancing satisfaction.
· Participated in monthly meetings with sales teams and customers to discuss feedback and strategies.

## EDUCATION

### Diploma III, Teknik Komputer

Minor in Mathematics · Universitas Bina Sarana Informatika · Depok, West Java · May 2015 · 2.87

## CERTIFICATIONS

### EF SET English Certificate 62/100 (C1 Advance)

EF SET

## COURSEWORK

**Data Wrangling Python**

**Fundamental SQL Using FUNCTION and Group By**

**Fundamental SQL Using SELECT Statement**

**Python Fundamental for Data Science**

**Python for Data Professional Beginner – Part 1**

## SKILLS

Industry Knowledge: Customer Relationship Management (CRM), Customer Support, Customer Experience, Data Science, Data Analytics, Contact Centers, Data Analysis, Customer Service, Video Editing, Social Listening, Data Entry, Customer Service Management

Tools & Technologies: MySQL, Microsoft Excel

Interpersonal Skills: Collaborative Problem Solving, Communication, Negotiation, Team Motivation, Teamwork, Leadership, Analytical Skills, Problem Solving

Languages: English

# AMIK BSI Jakarta

**Kampus A** : Jl. RS. Fatmawati No.24, Pondok Labu, Jakarta Selatan, Telp.(021) 7500282
Fax.(021) 7513790, e-mail : amik.jakarta@bsi.ac.id

# TRANSKRIP AKADEMIK

| | | |
|---|---|---|
| NAMA MAHASISWA | : | AHMAD NAUFAL |
| N I M | : | 13121037 |
| TEMPAT/TGL. LAHIR | : | JAKARTA, 02-10-1994 |
| JURUSAN | : | TEKNIK KOMPUTER |
| KONSENTRASI | : | JARINGAN |
| JENJANG PENDIDIKAN | : | DIPLOMA TIGA (D. III) |
| TANGGAL KELULUSAN | : | 21 SEPTEMBER 2015 |
| NOMOR SERI | : | 0140080. 0915 |

| NO | MATA KULIAH | HM | AM | SKS | MUTU |
|---|---|---|---|---|---|
| 1 | PENDIDIKAN PANCASILA | C | 2 | 2 | 4 |
| 2 | PENDIDIKAN AGAMA | B | 3 | 2 | 6 |
| 3 | BAHASA INGGRIS I | A | 4 | 2 | 8 |
| 4 | ALGORITMA & PEMROGRAMAN I | C | 2 | 4 | 8 |
| 5 | PENGANTAR TEKNOLOGI INFORMASI & KOMUNIKASI | C | 2 | 3 | 6 |
| 6 | LOGIKA & ALGORITMA * | C | 2 | 4 | 8 |
| 7 | TEORI RANGKAIAN LISTRIK | B | 3 | 3 | 9 |
| 8 | BAHASA INGGRIS II | A | 4 | 2 | 8 |
| 9 | CHARACTER BUILDING | A | 4 | 3 | 12 |
| 10 | RANGKAIAN DIGITAL * | B | 3 | 4 | 12 |
| 11 | ENTREPRENEURSHIP | B | 3 | 3 | 9 |
| 12 | ELEKTRONIKA DASAR | B | 3 | 4 | 12 |
| 13 | ALGORITMA PEMROGRAMAN II (TK) | A | 4 | 4 | 16 |
| 14 | ARSITEKTUR KOMPUTER * | B | 3 | 4 | 12 |
| 15 | STATISTIKA DESKRIPTIF | C | 2 | 3 | 6 |
| 16 | TEKNIK PEMROGRAMAN | C | 2 | 3 | 6 |
| 17 | MIKROKONTROLLER | B | 3 | 4 | 12 |
| 18 | LAB.TEKNIK I | B | 3 | 4 | 12 |
| 19 | ETIKA PROFESI TEKNOLOGI INFORMASI & KOMUNIKASI | A | 4 | 3 | 12 |
| 20 | SISTEM OPERASI | B | 3 | 3 | 9 |
| 21 | MIKROPROSESSOR | B | 3 | 4 | 12 |
| 22 | TROUBLESHOOTING | B | 3 | 3 | 9 |
| 23 | LAB.TEKNIK II | A | 4 | 4 | 16 |
| 24 | JARINGAN KOMPUTER * | B | 3 | 4 | 12 |
| 25 | METODE PENELITIAN | B | 3 | 3 | 9 |
| 26 | JARINGAN NIRKABEL | B | 3 | 2 | 6 |
| 27 | ADMINISTRASI JARINGAN | C | 2 | 3 | 6 |
| 28 | NETWORK PROGRAMMING I | C | 2 | 4 | 8 |
| 29 | KULIAH KERJA PRAKTEK | A | 4 | 2 | 8 |
| 30 | LINUX SYSTEM ADMINISTRATOR | C | 2 | 2 | 4 |
| 31 | JARINGAN KOMPUTER LANJUT | B | 3 | 3 | 9 |
| 32 | KEWARGANEGARAAN | C | 2 | 2 | 4 |
| 33 | NETWORK PROGRAMMING II | B | 3 | 4 | 12 |
| 34 | BAHASA INDONESIA | C | 2 | 2 | 4 |
| 35 | KEAMANAN JARINGAN KOMPUTER | C | 2 | 3 | 6 |
| 36 | TUGAS AKHIR | B | 3 | 6 | 18 |
| | JUMLAH | | | 115 | 330 |

JUDUL TUGAS AKHIR:
ANALISA LAN DI KEMENTERIAN PERTANIAN

INDEKS PRESTASI: 2.87
PREDIKAT: SANGAT MEMUASKAN

KETERANGAN:

| | | |
|---|---|---|
| HM | : | Huruf Mutu |
| AM | : | Angka Mutu |
| SKS | : | Bobot |
| MUTU | : | Mutu (AM*SKS) |
| * | : | Mata Kuliah Unggulan |

JAKARTA, 21 SEPTEMBER 2015
DIREKTUR

Ir. NABA AJI NOTOSEPUTRO



PEMBANTU DIREKTUR I BIDANG AKADEMIK

IRMAWATI CAROLINA, S.Si, M.Kom

# Certificate of **Skill Specialization**

**E-Learning - MySkill**       *Learning Path:* *Microsoft Excel*

*Completed a Full Topic with Specialization in:*

# MICROSOFT EXCEL INTERMEDIATE

**Date:** July 17, 2023

**Total Course Completed:** 7   Courses

**This certificate is awarded to:**

# *AHMAD NAUFAL*

**Angga Fauzan**
CEO MySkill

**Achiever**

MS-17/7/2023-Xg3uBrNi3zlF3hkzlvaE

AWS EdStart
Member

LinkedIn
TOP 2022
STARTUPS
Indonesia