**LUSIANA SUKORAHARDJO**

25 Sebago Tce

Cranbourne North VIC 3977

+61 400 767 618

[lusianas@yahoo.com](mailto:lusianas@yahoo.com)

***FORMAL EDUCATION***

July 2002-June 2003: Monash University, Melbourne, Australia

Degree: Master of Applied Finance

1986-1990: Sekolah Tinggi Ilmu Ekonomi (STIE) YKPN, Yogyakarta, Indonesia

Degree: Bachelor of Accounting

***PERSONAL STRENGTHS***

* Proficient office skills include data entry, billing, filing and typing skill
* Knowledge of MS-Office suite – Word and Excel especially
* Organized, efficient and professional personality
* Quick learner with initiative to solve problems
* Outstanding ability to pay attention to details
* Outstanding interpersonal communication
* Developed personal ability in analytical skills through lesson budgeting, planning and auditing experience
* Demonstrated to work under pressure
* Implemented time management
* Able to work without supervision and in a team environment

***WORK EXPERIENCES***

**MAY 2013 to AUG 2019: MULTIVIC PTY LTD**

Melbourne Australia

Business: Office Furniture Supplier

Position: Sales Representative

Responsibilities:

*Relates to the GOODS:*

* Pepare a costing based Freight in Store for every items and update it in a periodical time
* Report the broken, faulty or damage goods to the Suppliers in order to get compensation or replacement from them
* Make pre-order plans for the low stock goods and monitor the process of mass production period

*Relates to ORDERS*:

* Take phone calls, fax or email orders and make sure all the orders are being processed
* Proceed every purchase orders by preparing the Delivery Docket and monitor the process of the readiness of the goods for every order

*Relates to the Foreign Suppliers:*

* Place new orders and make sure ordering the correct goods
* Provide payment to Foreign Suppliers for any deposit based on the signed Proforma Invoices and the balance payment based on the readiness of the Bill of Ladings from the Suppliers by applying new Trade Finance Facility
* Monitor the process of the import goods and to provide the Suppliers the appointed Freight Forwarders in their country of origin
* Provide and guide Suppliers with all information relates to the Imported goods, such as the Packaging matter and the Shipping Marks
* Liaise the fastest and best communication between the Suppliers and Local Freight Forwarders relates to the Custom Documents for any incoming containers
* Provide feedbacks to Suppliers in order to maintain the quality of the Imported goods (from China, Taiwan, Indonesia and Turkey)
* Provide Suppliers with sample sending goods when relates to new products making

*Relates to the Local Suppliers*:

* Place new orders and make sure ordering the correct goods
* Monitor the goods sending with the cheapest freight cost

*Relates to the Local Freight Forwarders:*

* Provide all the customs documents that required by Australia Customs before the ship arrival date (ETA date)

*Relates to Input Data and Payment (using MYOB);*

* Issue Invoices for every order based on the despatch date of the goods to Customers
* Input all payments to Foreign/ Local Suppliers, Freight Forwarders in order
* Provide payment to Freight Forwarders and local Suppliers based on the due Invoice by applying new Trade Finance Facility
* Monitor and arrange the payment for the due Trade Finance Facilities

*Relates to Customers:*

* Prepare the selling price guidance for each Customer and update it in a periodical time
* Allocate the goods delivery or despatch in time based on the cost and timing constraint
* Assist Customers in finding the cheapest Freight Cost relates to the delivery goods
* Handle any complaints, missing goods, replacement or wrong-sending goods in the most efficient way
* Provide best problem solving solutions when relates to Customers complaints

*General tasks:*

* Maintain good relationships with all Customers and Suppliers from time to time
* Provide monthly Statement for Customers by emailing the Monthly Statement
* Monitor payments on the Outstanding Receivables and make good approaches to collect payments

**MAY 2010 – MAY 2013: NANDOS RESTAURANT**

Melbourne, Australia

Business: Hospitality/ Restaurant

Position: From Nandocas to Store Manager

Responsibilities as a Store Manager:

* Deliver the best customer service and the best quality of the serving foods
* Enhance the safety awareness of every staff members (Nandocas)
* Pepare an efficient and effective weekly rosters to make sure the staffs who work in the shifts are sufficient enough to cover the workloads, based on the historical Daily Sales, the current Calendar (if any holidays) or special circumstances (usually when big catering orders are involved)
* Conduct a healthy and safely trainings for new trainees
* Make sure every Nandocas follows the system and procedure that applies
* Create a happy and healthy working environment
* Conduct a one on one meeting with Nandocas in a periodical time
* Plan re-ordering and maintain the stock level at minimum cost
* Make sure that all store equipment is in a good order
* Arrange the half-year service or yearly service for the equipment as per schedule
* Prepare weekly sales report and the recommendation
* Make sure the store is 100% running under government regulations in Victoria

Responsibilites as Nandocas:

* Work as rostered with punctuality and full of responsibility
* Maintain a good relationship with all other Nandocas
* Create a good working environment while at work
* Do multi job tasks, from Cashier, back kitchen staff and Coordinator
* Give the best service to Customers by knowing their needs

**JAN – MAY 2010: HERITAGE FINE CHOCOLATES**

Melbourne, Australia

Business: Chocolate Factory

Position: Chocolate Depositor

Responsibilities:

* Manually deposited the chocolate dough into its templates as directed by the Supervisor
* Maintained an effective work rhythm in a team work to achieve daily target result
* Showed ability to work with passion and attention in every details of weighing and plating the chocolate dough, then packing the Chocolate under the team work process
* Showed ability to maintain both hands and feet working in a rhythm and keeping those pressure for some time under the team work process