

RESUME

Contact Details

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Banten, Indonesia.

Personal Particulars

Date of Birth : 08 Jan 1987
Gender : Female
Nationality : Indonesia

Experience

Experience Level : Total 7 Year(s) of Working
Experience Solution Analyst : Total 4 Year(s) as a Solution Analyst

Qualification

Qualification : Bachelor's Degree
CGPA : 3.63/4
Field of Study : Engineering (Industrial)
Major : INDUSTRIAL ENGINEERING
University : Universitas Muhammadiyah Jakarta
Graduated Year : 2009
Award : Cumlaude
Certification : Certified International Supply Chain Professional by PASAS
(Purchasing and Supply Associate Singapore)

Experience

Operation Support and Analyst Manager

Red Carpet Logistics

October 2015 – Present (11 months)

Greater Jakarta Area, Indonesia

Operation Support Manager

Lazada Express

March 2015 – September 2015 (7 months)

Greater Jakarta Area, Indonesia

Managing and monitoring below scope of activity:

Customer Care with activity:

- Follow up customer to get detail address location
- Handling customer complain and monitoring shipment
- Handling claim to insurance company
- Monitoring shipment to all HUB and send back package (return)

Analyst and improvement with activity:

- Create tools for monitoring service performance
- Monitoring HUB Performance
- Analyze number of vehicles needed for delivery
- Analyze and do coordination with operation team to face peak volume
- Analyze process and create tools for improving process (related to productivity)

3PL (city courier) performance with activity:

- Negotiate with 3PL to get a better services with low cost services
- Create and review Agreement
- Check invoice of 3PL
- Monitoring 3PL Performance

GA & Procurement with activity:

- Negotiate with vendor to get high quality of product with low cost
- Create PR and monitoring PO
- Monitoring lead time delivery of product that has been requested to vendor
- Monitoring and do alignment with finance team to provide what has been requested by Operation team.

Transport Solution Design Executive

DHL Supply Chain Indonesia

February 2014 – February 2015 (1 year 1 month)

Greater Jakarta Area, Indonesia

Identify customer's issue in delivering goods (example : time schedule, mode of transport, and cost saving).

Analyzing customer's data in order to provide the best solution in delivering goods.

Align with other department that related to provide solution, such as vendor relation and operation team.

Calculate transport pricing scheme refer to solution that has been analyzed.

Align with Business Development Team to get the customer's requirements and to discuss the effective way in explaining the solution to customer/

Together with Business Development Team to present the solution to customer.

Analyzing transport process flow and discussing with operation in order to provide an improvement, the aims is to get the cost saving or to get the effective way on some activity of delivering goods.

Finance Analyst

RPX

October 2013 – February 2014 (5 months)

Pondok Pinang, Jakarta

Analyzing the Company Budget to meet the company expectation of profit.

Make sure the expenses of All department match with the Budget which was prepared.

Analyzing number of employee in The Company.

Support all SBUs projects and make sure their cost and selling rate could be matched with customer's expectation and company's need.

Business Solution Specialist

RPX

January 2011 – September 2013 (2 years 9 months)

Pondok Pinang, Jakarta

Align with SCM Manager and Sales, analyze existing customer business profile in order to gain necessary information based on Customer needs.

Align with SCM Manager and Sales, analyze prospective customer business profile in order to gain new business lead.

Conduct further cost/benefit analysis in order to identify issues, problems, opportunities and benefits of the prospective customer / projects.

Assist SCM Solutions Manager (Business Solution Manager) to develop logistics solutions to meet specific demands of RPX customers.

Support SCM Manager and Sales to be able to prepare deliverable for customers.

Communicate customers' issue that raised by SCM Manager to RPX SBUs to ensure that Service Requirement and the service level commitments can be fulfilled.

Work with SBUs Operation Coordinator; generate project standard operation procedure for recommended Implementation.

Work with SBUs Operation Coordinator; monitor the project implementation to make sure that the recommended project solution is implemented properly.

Prepare the Agreement/NDA/Addendum for new project and existing project.

Certified International Supply Chain Professional

PASAS (Purchasing and Supply Associate Singapore)

Starting January 2014