# ALIA W. AUSTIN

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## P R O F E S S I O NA L BIO

Date of Birth : 07 June 1979

Marital Status : Married, with two sons

Nationality : Indonesian

## P R O F E S S I O NA L E X P E R I E N C E

### *Senior Manager Fulfillment WH Cakung JKT,* at Lazada Indonesia March 2016 – Now

[Role and Responsibilities]

* Monitoring inbound, inventory, outbound and return/reverse logistics management flow
* Perform capacity planning per monthly forecasted volume
* Support any process improvements
* Controlling warehouse’s SOP
* Organizing and encouraging teamwork to ensure productivity targets are met
* Stock management based on inventory using warehouse management system
* Evaluate SOP to increase effectively and efficiency
* Ensure health and safety procedures is deployed per company HSSE’s standard

### *Senior Manager Project and Process,* at Lazada Indonesia July 2015 – March 2016

* Working with Fulfillment team to build and implement improvement plans to meet critical warehouse and business needs
* Working with IT to implement features that will help deliver the required productivity improvements
* Training Warehouse leadership and other key personnel on the improvement plans

### *Operations Program Senior Engineer,* at DHL Express Indonesia (PT. Birotika Semesta)October 2010 – Now

[Role and Responsibilities]

* Efficiency Programs: Analyzing route management and manpower distribution for both on the field and in-service center operations; Providing analysis results and recommendations to ground operations team for continuous enhancement and cost-saving initiatives.
* Infrastructure Projects: Acting as the project manager to oversee service center infrastructure projects (renovation or relocation) across the country, i.e. starting from cost-benefit analysis, vendor management and pitching process, stakeholders’ coordination, through actual physical implementation.
* End-to-end Business Case Approvals (BCA’s): Impact analysis for projects in each of the areas above, including in financial as well as productivity terms; Multi-layer coordination from BOD level all the way to operational level, from global matrix-reporting to local reporting, from financial and sales teams to technical teams.
* Quality Audit: Audit project leader for facilities check, i.e. shipment processing, infrastructure compliance, applications compliance.
* Training Delivery: Active trainer for global applications deployment.

### *Acting Operations Program Manager,* at DHL Express Indonesia (PT. Birotika Semesta)April 2010 – September 2010

[Role and Responsibilities]

* Leading, managing and organizing operations program team in implementing operations programs and initiatives throughout the country in order to deliver excellent service quality and cost deduction based on network and regional standards.
* Managing and coordinating all infrastructure projects that are related with day to day DHL’s operations.
* Identifying and evaluating the existing shipment movement processes to improve service quality and promote cost effectiveness.
* Ensuring that all operation staff receives the necessary training and skills based on their job requirements.

### *Industrial Engineer* at DHL Express Indonesia (PT. Birotika Semesta)

July 2006 **–** April 2010

[Role and Responsibilities]

Use excellent technical analytical skills gained while earning a Master of Science in System Engineering Policy Analysis and Management from TU Delft, the Netherlands to conduct these following activities:

* Designing and executing logistic concept in express industry as part of total supply chain management that involved in moving a service from customers to its end customer.
* Optimizing operational quality performance and at the same time implementing improvements in all areas of company operations.
* Leading and performing regular audit in DHL Service Centers, Branches and Gateway facilities through out Indonesia, while coordinating audit team of 4 to 6 member.
* Maintaining operational excellence in each audited facilities through regular refreshment training and workshop.
* Preparing necessary requirements related to infrastructure projects, from preparing the BCA’s (business case approvals), layouts, and cost analysis, within specific time constraints.
* Analyzing profit and loss report for all service centre and branches in Indonesia to support company global program in achieving productivity and efficiency which is measured under OCPM (Operations Cost per Moves)

## T R A I N I N G / C E R T I F I C A T I O N S

2014: OCNT (web-based outbound shipment application), *DHL Indonesia*

|  |  |
| --- | --- |
| 2012: | E-Signature Case Study and Implementation, *DHL Thailand* |
| 2012: | Labor Reporting Tools (LRT), *DHL Indonesia* |
| 2010: | PUDO (Pick and Delivery Optimization), *DHL Indonesia* |
| 2009: | DMAIC (Six Sigma), *DHL Indonesia* |
| 2008*:* | ACT, Accelerating Change and Transition, *DHL Indonesia* |

2008*:* The 7 Habits of Highly Effective People, *DHL/Dunamis*

2007: Route / Warehouse Optimization and Management (ROAM/WOAM), *DHL*

2006: Leading With Emotional Quotient**,** *Institute For Leadership & Life Management.*

2006*:* Excellent Service through Effective Communication & Human Relation, *Dale Carnegie,*  2005: Get Real: Organization Development Program, Manager Leader, *Andrew Tani & Co*

2004: System Training (consist of: ISO 9002, HACCP, JD Edwards, Halal System, Malcolm Baldrige,

Statistical Process, Six Sigma),*PT.Indofood Sukses Makmur,Bogasari Flour Mills Division.,*

## E D U C A T I O N A L B A C K G R O U N D

## Delft University of Technology, Delft, the Netherlands

|  |  |
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| Year Attended | : 2001 - 2003 |
| Degree Awarded | : Master of Science (M.Sc.) |
| Discipline | : System Engineering, Policy Analysis and Management |
| Emphasis | : Energy and Industry |

## Trisakti University, Jakarta, Indonesia

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| Year Attended | : 1996 – 2000 |
| Degree Awarded | : Bachelor of Science / Sarjana Teknik (ST) |
| Discipline | : Industrial Engineering |
| Emphasis | : Manufacturing |