

SRI JULIANITA

**Supplier Quality Manager,
ISO 9001 & ISO 14001 Internal Auditor,
Customer Service Representative &
Commercial Property Executive**

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SUMMARY

Experienced Supplier Quality Manager with a strong background in managing supplier quality performance, implementing corrective and preventive actions (CAPA), and ensuring compliance with ISO 9001 and ISO 14001 standards. Proven track record in leading supplier audits, driving continuous improvement, and developing quality-related policies and procedures. Highly skilled in data analysis, root cause analysis, and cross-functional collaboration to support robust quality systems and enhance product reliability.

Certified ISO 9001 & ISO 14001 Internal Auditor, well-versed in conducting internal audits and evaluating quality management systems for effectiveness and compliance. Known for meticulous attention to detail and a proactive approach to problem-solving.

Previously served as a Customer Service Representative and Commercial Property Executive with over 10 years of experience in client-facing roles. Adept in communication, negotiation, and building long-term relationships across diverse industries.

WORK EXPERIENCE

PT. Warlbor International Indonesia – Supplier Quality Manager
January 2025 – Present

Experienced in leading supplier quality performance initiatives, conducting supplier audits, and ensuring adherence to ISO 9001, ISO 14001 and ISO 45001 standards. Proven ability to implement effective corrective and preventive actions (CAPA), drive continuous improvement, and enhance product quality and reliability. Skilled in root cause analysis, developing quality procedures, and collaborating cross-functionally to support a robust and compliant quality management system.

PT. Batamindo Investment Cakrawala – ISO 9001 & 14001 Internal Auditor
July 2011– June 2024

Certified ISO 9001 & ISO 14001 Internal Auditor with experience developing audit plans, leading

internal audits, and evaluating compliance with ISO standards. Skilled in identifying non-conformities, preparing detailed audit reports, and recommending corrective actions to support continuous improvement of the quality management system.

PT. Batamindo Investment Cakrawala – Customer Service Representative and Commercial Property Executive

July 2011– June 2024

Customer Service Representative & Commercial Property Executive with over 10 years of experience managing customer relationships, resolving inquiries and complaints, and enhancing customer satisfaction through proactive communication and issue resolution. Skilled in de-escalation techniques, tenant engagement, and cross-functional coordination to deliver efficient and empathetic service.

PT. Batamindo Investment Cakrawala – Improvement & Quality Circle Coordinator
Aug 2006 – July 2011

Coordinated organization-wide improvement initiatives by supporting all divisions in identifying opportunities for quality enhancement, cost savings, and process optimization. Guided teams in problem-solving and continuous improvement using the PDCA methodology.

SKILLS

Supplier quality management, Corrective and preventive actions (CAPA), compliance with ISO 9001 & ISO 14001 standards, Internal auditing (Certified ISO 9001 & 14001 Internal Auditor), Conducting internal and supplier audits, continuous improvement initiatives, root cause analysis (RCA), data analysis for quality performance, problem-solving and issue resolution, customer and supplier relationship management, communication skills, negotiation and conflict resolution, team leadership and coordination.

EDUCATION

Universitas Terbuka

Bachelor of English Literature, GPA 3.46
Oct 2015 – Nov 2019

TRAINING & COURSE

ISO 9001 & 14001 internal auditor training, business English course, mandarin language course and test (HSK 3), effective interpersonal relationship training, risk management training (ISO 31000), excellent presentation skill training, customer service excellent training, time management training.