



ESSY RAMADHANI

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Dubai UAE • Indonesian

Results-driven Supply Chain Coordinator with over 5 years of experience in inventory management and procurement. Skilled in optimizing stock levels and ensuring timely deliveries by effectively coordinating with suppliers and analyzing sales data. Strong collaborator with cross-functional teams, focused on improving operational efficiency and customer satisfaction.

PROFESSIONAL EXPERIENCE

Majid Al Futtaim Hypermarkets - Carrefour UAE Head Office, Dubai **DC Replenishment Coordinator | 2021 - Present**

- Successfully managed the supply of goods, coordinating with local suppliers to ensure timely delivery and maintaining optimal stock levels in the warehouse.
- Utilized sales and inventory data to accurately forecast future demand and place orders, effectively handling any discrepancies between received goods and invoices.
- Collaborated with various teams within the company, including the warehouse, stores, and sales teams, to improve operational efficiency.

Majid Al Futtaim Hypermarkets - Carrefour Burjuman, Dubai **Store Replenishment Coordinator | 2019 - 2021**

- Executed daily replenishment orders with precision, maintaining optimal stock levels and ensuring product availability.
- Developed and maintained ordering and delivery standards for LPO (Local Purchase Orders), improving order processing efficiency by 20%.
- Implemented strategies to reduce out-of-stock situations to below 10%, enhancing customer satisfaction by 15%.

PT Trans Retail Indonesia, Jakarta Indonesia **IT Procurement | 2015 - 2018**

- Accurately prepared and submitted purchase orders and invoices, ensuring timely procurement of IT equipment and services.
- Maintained comprehensive records of purchases, pricing, and vendor performance, facilitating effective budget management and procurement planning.
- Negotiated with suppliers to secure favorable terms and pricing, resulting in cost savings of 15% for the company.
- Collaborated with the IT department to forecast future procurement needs and align purchases with budgetary constraints.

PT Trans Retail Indonesia, Jakarta, Indonesia **Receptionist | 2014 - 2015**

- Managed front desk operations, greeting visitors and handling inquiries with professionalism and courtesy.
- Coordinated appointments and meetings, ensuring efficient scheduling and communication within the office.
- Assisted in administrative tasks, including managing phone calls and maintaining office supplies.

Angkasa Pura II, Jakarta International Airport

Customer Service | 2013 - 2014

- Provided excellent customer service to passengers, addressing inquiries and resolving issues promptly.
- Assisted in managing airport operations, ensuring a smooth experience for travelers.
- Collaborated with various airport departments to enhance service delivery and customer satisfaction.

LANGUAGE

Indonesian: Native proficiency

English: Professional working proficiency

EDUCATION

GUNADARMA UNIVERSITY | Jakarta, Indonesia

Diploma Three, Major in Information Technology | 2019-2012

SKILLS

- Supply Chain Management
- Inventory Management
- Order Processing
- Cross-Functional Collaboration
- Attention to Detail
- Data Analysis
- Forecasting
- Vendor Management

COMPUTER SKILLS

- Microsoft Office Suite
- Inventory Management Systems
- ERP Systems

TRAINING & WORKSHOP

- **Supply Chain Management** – Great Learning Academy, 2024: Gained insights into advanced supply chain management strategies and techniques.
- **Customer Relationship Management (CRM)** – Majid Al Futtaim Hypermarkets, 2024: Learned about effective CRM strategies and tools.
- **Market Analysis and Strategy Workshop** – Majid Al Futtaim Hypermarkets, 2024: Developed skills in market analysis and strategic planning.
- **Communication and Team Collaboration Workshops** – Majid Al Futtaim Hypermarkets, 2024: Enhanced communication and team collaboration skills.