

PUTRI NURUL FITRIYAH

Shipping Operations

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SUMMARY

Detail-oriented and disciplined professional with nearly 2 years of hands-on experience in freight forwarding, focusing on shipping operations. Known for being a fast learner and proactive problem solver with strong communication skills in English. Skilled in managing logistics processes efficiently and adapting quickly to changing demands. Passionate about operational improvement and committed to continuous learning to build a strong career in the logistics and shipping industry.

EXPERIENCE

Internship Customer Service

KMTC

South Jakarta

10/2022 - 01/2023

Company Description

- Giving specific information regarding vessel information (vessel's terminal schedule and sailing date)
- Receiving calls from customer and ensuring to give information to the customers

Customer Service

Sree Logistics Indonesia

South Jakarta

03/2023 - Present

Company Description

- Executing and processing shipment's booking (Domestic and International)
- Actively coordinating and communication to all vendors (Trucking, Warehouse, Shipping Line) based on customer's requirements
- Monitoring and ensuring loading plan is going on track based on customer's loading plan
- Informing shipment's tracking status from vessel departure until vessel arrival
- Monitoring every shipments to be on track
- Solving customer's issue regarding delay, rollover issue and damaged goods
- Actively communicating with internal departments

EDUCATION

Bachelore ; Management of Marine Transportation

Institute of Transportation and Logistics Trisakti

2018 - 2022

KEY ACHIEVEMENTS

SKILLS

Analytical skill, Problem solving, Microsoft office

COURSES

English course

MY PASSIONS

Logistics and Shipping Operation

LANGUAGES

English (Advanced)