

Saffana Nurarsyika Hesti

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PROFESSIONAL SUMMARY

Detail-oriented and highly organized professional with strong interest and experience in import operations and documentation. Experienced in working with international suppliers and supporting end-to-end import activities to ensure smooth and timely deliveries. Organized, proactive, and able to work well under deadlines in a fast-paced environment.

PROFESSIONAL EXPERIENCES

Sales Support – PT. Kamadjaja Logistik (Contract - Maternity Leave Cover)

Jakarta | April 2026 - July 2026

- Prepared Work Instructions (WI) for new customers to support operational processes.
- Processed debtor and vendor registration through Master Data Management (MDM) system.
- Generated Daily Activity Order (DAO) reports using Microsoft Excel, ensuring and up-to-date data tracking
- Coordinated with sales team and related departments to support customer requirements and data accuracy.

Business Owner (Importer) – Yrs Warehouse/Yourstronaut

Bandung | Sep 2020 – Present

- Managed end-to-end import process from supplier sourcing to product delivery, ensuring smooth coordination and timely shipments.
- Managed B2B accounts with 3 major Korean shops (**Makestar, Ktown4u, Applemusic**) and handled high-volume transactions with consistent on-time delivery.
- Managed 5–10 import shipments per month from China and South Korea, ensuring accurate documentation and on-time delivery.
- Coordinated with international suppliers from China and South Korea regarding pricing, product specifications, and order fulfillment.

Internship – Disperindag Jabar

Bandung | Aug 2022 – Dec 2022

- Developed basic guidance SOPs for MSME (Micro, Small, and Medium Enterprises) coaching programs.
- Researched potential export markets and analyzed opportunities for UMKM product expansion.
- Supported export business development activities by compiling market data, preparing reports, and recommending potential leads.

ACADEMIC BACKGROUND

International Business (GPA: 3.72) – Padjajaran University

Bandung | 2019 – 2023

Organizations/Awards: Cum Laude

ORGANIZATIONAL EXPERIENCE

Vice President – PKPM FEB Unpad

Bandung | May, 2020 – Dec, 2020

- Coordinated and supervised 3 divisions (Creative Media, Medic, and Logistics) with 15+ members, while assisting the Chairperson in managing overall organizational operations and ensuring alignment with organizational goals.
- Strengthened teamwork and communication across 3 divisions by implementing clear reporting and coordination systems, resulting in smoother task distribution and program execution.
- Utilized Google Workspace (Docs, Sheets, Drive), Canva, and Adobe Photoshop for coordination, reporting, and creative support.

Manager of Creative Media – SAAEC FEB Unpad

Bandung | May 2020 – Aug 2020

- Developed and managed social media content strategy and posting schedule to support organizational branding and program campaigns.
- Led the creative team in producing digital content (posters, infographics, reels/videos) while monitoring engagement and improving content performance.

Head of Media Information – BEM Kema FEB Unpad

Bandung | Feb 2021 – Dec 2021

- Planned and executed social media strategies to strengthen organizational branding and increase audience engagement.
- Managed content calendar and daily posting schedule across Instagram, Twitter/X, and LINE Official Account to ensure consistent communication.
- Monitored social media performance and prepared regular reports based on insights and analytics to support content improvement.

SKILLS & LANGUAGE

- **Soft Skills:** Problem Solving, Communication Skills, Time Management, Negotiation Skills, Team Work, Adaptability, Customer Service Orientation.
- **Hard Skills:** Import Documentation, Logistics & Shipment Handling, Purchase Order Management, Microsoft Excel, Microsoft Word & Outlook, Basic Customs Clearance Knowledge.
- **Languages:** Indonesian (Native), English (B1)

CERTIFICATION & RELEVANT COURSES

- Certification Body of Indonesia Export-Import Professional - Export Import Staff