

SEYVA GEMELINI
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DESCRIPTION

Graduated in Air Transport Management who thirsts for experience and is extremely enjoy learning supply chain particularly in area of export-import scope. Currently a solutions-driven Airfreight Customer Service professional with a solid background in global logistics. Enjoying specialization in managing time-critical shipments, lies in owning the full shipment cycle, communicating clearly, and resolving issues before they escalate. IATA certified as personnel to process and acceptance of Dangerous Goods specified in DGR 66th edition. Proactively sharpening her long-term chosen career in export-import field with professional and collaborative team within Airfreight Department.

EXPERIENCE

M&M Militzer & Muench Singapore Pte Ltd, July – September 2025 (Remote)

Airfreight Customer Service – General Cargo

- Supported end-to-end airfreight operations by liaising with Singaporean partners ensuring timely and accurate shipment execution.
- Compiled and prepared all required shipping documentation for export and import, ensuring adherence to international regulatory standards.

PT Militzer and Muench Indonesia, August 2024 – Present

Airfreight Customer Service

- Assisted end-to-end airfreight operations for export and import, coordinating seamlessly with operations teams, shippers/consignees, overseas agents and customs—ensuring zero delays and smooth shipment execution.
- Responsible as a reliable point of communications between clients and global logistics networks in handling shipment.
- Provided competitive airfreight quotes for export and import inquiries.
- Prepared necessary export-import shipping documents as complied with associated national & international regulation.
- Liaising all internal cross-division communication and external communication necessities with customers, also vendors to ensure greatest service delivered.
- Preparing and processing billing for customers.

Garuda Indonesia

Flight Data Intern, Apr – July 2024

- Assisted in gathering flight record data for further flight safety analyst.
- Processed and reviewed documents related to post-flight data, including flight plans, load sheet, passenger manifest, NOTAMs, etc.
- Ensured compliance with relevant regulations and internal policy requirement for post-flight documents.

Ministry of Transportation

Directorate of Air Transport Intern, Feb – Mar 2024

- Analyzed commercial airlines's: business scale, production per month (passengers, available seats, cargo, mails), annual busiest domestic routes and evaluation on regulation compliance

towards airlines daily operations.

- Supported the System Information and Service of Air Transport team on airlines report of on-time performance (OTP), delay management and production per route.

DSV Solutions Indonesia

Vendor Operation Intern, Aug – Dec 2023

- Supported transport department in billing management, starting from receiving Proof of Delivery (POD) and vendor invoice, until reconciling the documents with customer invoice.
- Involved in transport vendor KPI evaluation by monitoring any action items both from vendor and DSV Solutions sides as part of vendor engagement program.

Marketing Department of Trisakti Institute of Transportation & Logistics

Campus Promotion Officer, August – Nov 2021

- Managed to conduct presentation for Trisakti Institute of Transportation & Logistic promotion to Senior High School's students (20 schools) via online platform.
- Conducted in-depth research regarding potential schools for campus promotions.
- Was able to grab 5 high school students to be ITL's student as stated on the marketing board of target.

Committee of Marketing Event, Mar 2022

- Managed to use communication and negotiation skill in negotiating with suppliers to provide food and beverage for participants and all committees of ITL Trisakti's offline admission test 2022/2023.
- Front-desk student to provide academic and marketing informations to all new students in customer service program.

Student Follow-Up Officer, Jun-Aug 2023

- Managed to support the smooth information flow among participants of ITL Trisakti' Scholarship Admisson Test 2023-2024.
- Speaker of sharing session for ITL Trisakti' Scholarship Admisson Test 2023-2024.

EDUCATION

Trisakti Institute of Transportation & Logistics

Faculty of Business and Management

Air Transport Management, 2020-2024

- Cumulative GPA : 3,97/ 4,00
- Awardee of Academic Scholarship 2020

Ural State University of Railway Transport

Exchange Student, Apr-July 2022

- Enhancing my knowlegde of transportation and logistics field cross border, especially towards Rusia's through online platform.

ORGANIZATIONAL

Trisakti Institute of Transportation & Logistics

Part of Marketing Team, 2020 - 2023

- Responsible to promote Trisakti Institute of Transportation & Logistic (ITL Trisakti) to Senior High School's students (20 schools) via online platform.
- Moderator of interview section for admission of new students periode 2021/2022.
- Trusted to create the English Test's question for Computer Based Test (CBT) for ITL Trisakti' admission of new students periode 2022/2023.

SOCIAL PROJECT

World Education Festival by NIEC Indonesia

Interpreter, October 2022

- Helped Ms Celia Yeo from Melbourne Polytechnic to bridge the communication to the participants of NIEC World Education Festival 2022 for Makassar Chapter.

English Course

Tutor, Jan-Jun 2021

- Volunteered to teach English to elementary students through online platform.

ACHIEVEMENTS

International Masterclass Program on Airlines Business Strategy

Best Business Plan and Best Presenter, 2023

- With the team, being rewarded as best group presenter and rewarded for our “Balawan Airways” as the best business plan. This international course delivered by Prof Dewulf Wouter from Antwerp University and Dr Nico from SkyTeam Cargo.

National TOEIC Vlog Competitions

Winner, 2019

- Reached the 5th place for National TOEIC Vlog Competition.

RESEARCH / PUBLICATIONS

The 7th Global Research on Sustainable Transportation and Logistics Conference, 2023

Selected as best paper among other groups in the area of presentation for the research in aviation quantitative field for paper with title “*Analysis of Aircraft Type Selection with AHP Approach: A Case Study of Jakarta-Denpasar Routes*”

COURSE & OTHER SKILLS

Languages:

- Bahasa Indonesia
- English : CEFR B2 (IELTS overall band scores 6.0)

Certified In:

- **International Air Transport Association** Specified in DGR 66th, 2025
Personnel Responsible for Processing or Accepting Dangerous Goods Consignments
- **International Air Transport Association**, 2024
Dangerous Goods Regulations (DGR) for General Cargo Accepting and Processing Personnel
- **Amadeus**, 2023
Airlines Basic Reservation Training