



VETTY AZIZAH

CUSTOMER SERVICE & DOCUMENT
LOGISTICS



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2795



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Jalan Warakas IV Gg 4
No. 40 North Jakarta

EXPERTISE

- Microsoft Office (Word, Excel, PowerPoint)
- Communication Skills
- Teamwork & Collaboration
- Critical Thinking
- Email Management
- Attention to Detail

LANGUAGE

English

ABOUT ME

I am a dedicated and responsible individual with a strong willingness to learn. I am able to work both independently and as part of a team, with good communication skills. I am accustomed to facing new challenges and adapting quickly in dynamic work environments. With my background and experience, I am committed to contributing my best and continuously developing my professional skills.

EXPERIENCE

At PT. Dunia Parcel Express, July 2025 - April 2026

Customer Service

- Respond to customer inquiries via phone, email, or chat
- Provide updates on shipment status, delays, and delivery schedules
- Track shipments and monitor delivery progress
- Work with internal teams to find quick solutions.

At PT. Lotus Karunia Lestari, Dec 2021 - July 2025

Customer Service & Document Export

- Responded to customer inquiries via phone, email, and chat in a timely and professional manner
- Maintained accurate customer records and updated information in the system
- Assisted customers with product information, orders, and services
- Prepared and managed export documents such as invoices, packing lists, and bills of lading
- Coordinated with shipping companies, freight forwarders, and customs agents
- Monitored shipment schedules and ensured timely delivery of goods
- Maintained accurate records of export transactions and documentation

EXPERIENCE

At PT. Indoprima Trans Armada, Feb 2021 - Dec 2021

Claim Administratif Staff

- Processed and verified claim documents to ensure accuracy and completeness
- Reviewed claim submissions in accordance with company policies and procedures
- Followed up on pending claims to ensure timely processing and resolution
- Handled customer inquiries related to claim procedures and status updates
- Prepared reports on claim activities and outcomes

At PT. SCG Readymix Indonesia, July 2019 - January 2020

Account Receivable Intern

- Assisted in monitoring and managing accounts receivable transactions
- Recorded and updated incoming payments in the accounting system
- Followed up with customers on outstanding invoices and payment status
- Prepared and issued invoices to clients accurately and on time
- Supported the finance team in resolving billing discrepancies
- Maintained organized financial records and documentation

EDUCATION

2019 Accounting

Perbanas Intitute