

Qatrun Nada Mutiah Gusfi

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A 26-year-old Master's graduate in Transportation (2024) with a strong academic record (GPA 3.82) and hands-on experience in sales analysis, export/import operations, and pricing. Currently working as a Customer Service Export/Import & Pricing, with proven skills in communication, coordination, and data analysis. Proficient in Microsoft Excel and familiar with international trade documentation and processes. Highly motivated, detail-oriented, and capable of working in a fast-paced, deadline-driven environment.

WORKING EXPERIENCE

PT FM Global Indonesia

Customer Services Export-Import and Pricing

14 Oct 2024 – NOW

- Manage and respond to inquiries from both international agents and customers to ensure effective communication and service delivery.
- Coordinate with shippers/consignee throughout the export/import process, including document preparation, scheduling, and compliance with shipping requirements.
- Arrange carrier bookings and issue booking confirmations (BC) to shippers in a timely and accurate manner.
- Oversee the entire shipment process, from container stuffing at the warehouse to arrival at the designated CFS (Container Freight Station) or CY (Container Yard).
- Liaise with overseas agents to ensure the smooth handling of import shipments, including customs clearance and delivery coordination.
- Review and validate draft documents such as Bill of Lading (BL), Certificate of Origin (COO), and insurance certificates; ensure accuracy before submitting to customers for final approval.
- Prepare and compile all required export/import documents, and coordinate with the documentation team for timely processing and submission.
- Provide accurate, up-to-date advice to clients regarding export and import regulations, documentation requirements, and operational procedures.

PT MYGlobal Logistik Internasional

Customer Services Export-Import and Sales Support

09 Oct 2023 – 09 Oct 2024

- Coordinated with international agents and shippers to arrange cargo pickup at origin, ensuring on-time collection and efficient scheduling.
- Prepared and issued shipping instructions for Air Waybills (AWB) and Bills of Lading (BL), following international shipping rules and Incoterms.
- Reviewed AWB drafts and worked with the operations team to prepare accurate shipping manifests and Import Declaration drafts (PIB).
- Acted as the main contact for customers in reviewing and confirming AWB and PIB documents, helping resolve any issues or document errors.
- Monitored the full shipping process—from AWB/BL issuance to final delivery at the customer's warehouse—using tracking systems to avoid delays.
- Provided regular shipment updates to customers and internal teams, ensuring transparency and early warning in case of issues.
- Handled vendor invoices and customer billing, ensuring all costs were checked and aligned with agreed pricing.

- Analyzed sales data and created action plans; coordinated with General Manager and National Sales Manager for follow-up and evaluation.
- Monitored and evaluated sales target achievement by product and by branch.
- Prepared sales performance reports by outlet for each branch.
- Supervised and tracked daily activities of salesmen, including visits, sales progress, and special projects.
- Managed and classified master outlet data based on sales potential.
- Encouraged sales team to develop new outlets and expand sales coverage.
- Coordinated with relevant teams to provide updated sales materials such as brochures and price lists.
- Led sales meetings and presented sales progress reports to the GM and National Sales Manager.
- Prepared daily, weekly, and monthly sales reports.
- Analyzed product cost and profit margin to support pricing decisions.
- Managed the distribution of promotional and donated stock to each branch.
- Calculated stock effectiveness based on average daily sales.
- Monitored and reported overall sales performance and stock movement regularly.

EDUCATIONAL BACKGROUND

Magister of Transportation and Logistics Management –Institute of Transportation and Logistics
TRISAKTI

2022-2024

GPA 3.82

Bachelor Degree of Logistics Management–University of Logistics and Bussines
International

2017-2021

CERTIFICATE

- SAP Certificate Fundamental 01 (2019-2022)
- Internship Certificate from FHCI PT Kereta Api Indonesia (2021)
- Certificate of Basic International Logistics and Forwarding UNESCAP Standart (2021)
- TOEFL ITP : 477 (2021-2023)

