

OLIVIA PUTRI PRATAMA GUNAWAN

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PROFESSIONAL SUMMARY

A dedicated and detail-oriented professional with a strong interest in international trade, particularly in export-import activities. Currently working as a Revenue Care Specialist at Kuehne+Nagel Indonesia, contributing to operational accuracy, effective coordination, and high levels of customer satisfaction through strong analytical and problem-solving skills. Graduated cum laude from Polytechnic of APP Jakarta with a major in International Trade of ASEAN and China. Currently pursuing a degree in Management at Terbuka University to further enhance strategic, managerial, and business capabilities.

EDUCATION

Terbuka University (Jakarta, Indonesia) <i>Bachelor of Management</i>	2024 - Present
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Polytechnic of APP Jakarta (Jakarta, Indonesia) <i>Associate of Business</i>	2019 - 2022
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- Awarded with title Cum Laude for GPA 3.79
- Relevant Coursework: International Trade Basic Training

WORK EXPERIENCE

Kuehne+Nagel (Jakarta, Indonesia) <i>Sea Logistics Operational Care Specialist</i>	July 2022 - Present
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- Delivered 98% invoice accuracy for import shipments by carefully reviewing billing details and ensuring minimal discrepancies, resulting in a lower rate of credit note issuance.
- Achieved 90% timeliness in export invoice processing in accordance with the Actual Time of Departure (ATD)+2 timeline.
- Reviewed supplier invoices against SeaRates and C2C data to ensure accuracy and avoid discrepancies, completing validation within a maximum of 3 days after system indexing.
- Managed invoice dispatch for customers with special requirements by preparing and attaching complete supporting documentation, delivered within a one-week timeframe.
- Analyzed cost and revenue flow and reviewed shipment files to assess and improve overall profitability.
- Ensured consistency in billing by standardizing charge codes and tariff applications across invoicing and payables.
- Monitored and ensured the integrity, accuracy, and consistency of operational finance data from initiation to completion.
- Checked and approved Dangerous Goods documentation to ensure compliance with relevant safety and transportation regulations.
- Liaised with customers regarding invoice issuance and dispatch to ensure accurate and timely delivery.

Kuehne+Nagel (Jakarta, Indonesia)

January 2022 - July 2022

Sea Logistics Intern

- Generated daily receiving reports to ensure completeness and accuracy of data used for invoicing purposes.
- Delivered invoices and VAT documents promptly while maintaining a high level of accuracy.
- Supported the team by assisting with invoicing processes to ensure accuracy and timeliness.

CERTIFICATIONS

- **Forwarder Certification** (Issued by Lobraco Akademie - 2025)
- **Comprehensive IMDG Code** (Issued by Kuehne+Nagel - 2024)
- **Implementation of Export Import and Customs Procedures** (Issued by BNSP - 2022)

LANGUAGES AND SKILLS

- **Languages:** Indonesia (Mother tongue), English (Limited working proficiency)
- **Skills:** Office Package (Word, Excel, PowerPoint), Canva, Building Relationships, Communication, Supply Chain Management