

CAHAYA MELANIA

+62 857 1878 0815 | melaniacahaya@gmail.com | Bekasi, Jawa Barat, 17134

PERSONAL SUMMARY

A professional with 2 years of experience in Container Export Import operations, specializing in document handling, container pick-up and return validation, and coordination with customers and related parties. Experienced in high-volume working environments with strong attention to detail, data accuracy, and operational efficiency.

EDUCATION

Trisakti Institute of Transportation and Logistics – Jakarta
Bachelor of Air Transportation Management | GPA: 3.87 / 4.00

Sept 2018 – Nov 2022

WORK EXPERIENCE

Ground Handling Intern

PT Sriwijaya Air – Soekarno Hatta Airport
Dec 2021 – Feb 2022

- Served more than 200 passengers per day during check-in and baggage handling processes with accuracy and efficiency
- Verified boarding passes for over 200 passengers per day during boarding according to operational procedures
- Handled passenger complaints responsively and provided appropriate solutions to ensure customer satisfaction

Equipment Staff

PT SMART Depot – Jakarta
May 2023 – Jun 2025

- Sorted and grouped documents based on shipping lines to ensure smooth operational processes
 - Checked the completeness of Delivery Orders (DO) before container pick-up and return by customers
 - Performed validation of container pick-up and return processes at the depot in accordance with standard procedures
 - Handled administrative tasks and lift on / lift off container payment transactions
 - Prepared accurate and timely daily operational reports
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AWARDS

- Excellent Employee of 2024
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SKILLS

- Export Import Administration
 - Shipping Documentation (DO, Shipping Documents)
 - Container Handling & Depot Operations
 - Customer Service & Communication
 - Microsoft Office (Excel, Word)
 - Data Accuracy & Attention to Detail
 - Time Management
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ADDITIONAL INFORMATION

- Experienced in high-volume operational environments
- Able to work independently and in a team
- Able to work under pressure and meet deadlines