



TSABITA AMMARO NUSAIBAH AL HISHSHOH

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Gresik

Detail-oriented and analytical Management graduate from Universitas Airlangga with hands-on experience in administration, inventory monitoring, logistic, customer handling, and operational reporting. Experienced in processing documents accurately, coordinating with cross-functional teams, maintaining databases, and preparing reports to support business operations. Proficient in Microsoft Excel, database administration, and warehouse management systems. Strong communication skills, highly organized, adaptive, and capable of working effectively in dynamic environments. Fluent in English with excellent interpersonal and administrative capabilities.

Work Experience

PT Meratus Line - Surabaya, Indonesia <i>Administrative & Operational Support</i> - Daily Monitored and recorded container movement (inbound and outbound) to ensure accurate container tracking. - Maintained and updated inventory database to ensure real-time accuracy and availability. - Processed 100+ Bills of Lading (B/L) weekly for both domestic and international shipments, ensuring end-to-end accuracy from draft to final. - Maintained near 100% data accuracy by verifying invoices, container details, and service contracts. - Collaborated with cross-functional teams to ensure smooth operations and data consistency. - Reviewed and approved booking requests based on vessel schedules and route availability.	Feb 2025 - Present
Lembaga Pengembangan Manajemen dan Bisnis UNAIR – Surabaya, Indonesia <i>Project Administration</i> - Supported data processing and reporting activities to ensure completeness and reliability. - Handled project and administrative documentation with a high level of accuracy and organization. - Coordinated with stakeholders to ensure timely data submission and reporting. - Coordinated meeting schedules, prepared minutes, and distributed reports to stakeholders. - Assisted in financial analysis and budgeting, optimizing resource allocation.	May 2024 - Okt 2024
PT Bank Tabungan Negara Tbk. - Gresik, Indonesia <i>Consumer Loan Internship</i> MSIB Cycle 5 program by Kemendikbudristek - Processed and managed more than 50 customer documents efficiently and accurately. - Analyzed customer business financial reports and credit repayment capabilities. - Archived over 500 customer documents, ensuring organized and traceable document management. - Assisted in DRBM collection for 50+ customers with overdue credit payments. - Conducted SLIK OJK checks and analysis on 200+ prospective customers as a basis for decision-making in credit applications. - Assisted customer follow-up and telemarketing activities for more than 500 existing customers. - Conducted customer data verification and input into the company system to support service processes.	Aug 2023 - Dec 2023
Otoritas Jasa Keuangan - Surabaya, Indonesia <i>Administration – EPK division</i> - Delivered educational programs on consumer and public protection against financial sector violations and crimes, enhancing community awareness. - Supported administrative functions by processing documents effeciently. - Support the escalation process of consumer complaints from APPK to the relevant divisions.	Jul 2023
PT Buana Cipta Chahra - Sidoarjo, Indonesia <i>Public Relation Intern</i> - Engaged with over 50 media partners to drive and support diverse marketing and promotional campaigns. - Coordinated with 10-50 participants per course, facilitating effective communication between participants and the trainer. - Handled customer customer inquiries, complaints, and follow-ups on Instagram with an average response time under 10 minutes, ensuring high levels of engagement and satisfaction. - Conducted satisfaction analysis for over 300 customers and compiled detailed reports, providing insights for service improvement. - Managed internal training project, including planning, execution, and evaluation to ensure program success and effectiveness.	Jan 2022 - Mar 2022

Education Level

Universitas Airlangga - Surabaya, Indonesia

Sep 2020 - Jul 2024

Bachelor Degree in Management, 3.80/4.00

- Scholarships : Awardee Semen Gresik Scholarship (2021), Pelindo Champion Scholarship (2022), and Jaya Group Scholarship (2023)
- Relevant Courses: Business Communication, Business Process Management, Operations and Supply Chain Management, Business Forecasting, Quantitative Management, Marketing Management, Strategic Management, Financial Management, Business Ethics.

Organizational & Committee Experience

Karang Taruna - Gresik, Indonesia

Jul 2021 - Present

Secretary

- Prepared meetings agenda and distributes minutes of meetings.
- Managed administrative tasks, including the preparation of proposals, financial accountability reports (LPJ), and official correspondence.
- Performed inventory management, tracking resources and ensuring availability for organizational needs.

HIMA S1 Manajemen Universitas Airlangga - Surabaya, Indonesia

Feb 2021 - Dec 2022

Administration M-Power

- Served as Secretary for 10 event, facilitating smooth event operations
- Organized and managed meeting schedules, sent formal invitations, and efficiently documented and distributed meeting minutes to all relevant stakeholders
- Handled inventory management, ensuring availability and proper of resources
- Reviewed and refined event proposals, ensuring alignment with organizational objectives and standards
- Scheduled of picket for 95 HIMA members

Management Expo - Surabaya, Indonesia

Jul 2022 - Nov 2022

General Secretary

- Responsible for administrative needs such as proposal, LPJ, and official correspondence.
- Effectively organized and coordinated meeting schedules, distributed invitations, and dissemination of meeting minutes.
- Led a team of five sub-event secretaries, ensuring timely completion of administrative tasks.
- Coordinated meeting schedules with sub-event committees to ensure smooth communication and workflow.

International Development Student Conference - Surabaya, Indonesia

Jun 2022 - Nov 2022

Liaison Officer

- Managed and supported two semi-finalist teams and one international finalist team in the CCFP competition, ensuring smooth coordination and communication.
- Acted as the primary liaison for over 200 participants of a national seminar.
- Served as the liaison for an IDSC student ambassador, assisting with communication, coordination, and logistical support.
- Engaged with and maintained relationships with over 20 media partners to ensure successful event promotion.
- Led the promotion of events through social media and outreach to five high schools and three universities in the Surabaya area, increasing visibility and participation.

Branding Class - Surabaya, Indonesia

Apr 2021 - Jun 2021

Public Relation Coordinator

- Developed engaging content and conducted copywriting for social media campaigns.
- Coordinated progress and facilitated division meetings to ensure smooth operations.
- Successfully engaged and managed communication with over 200 seminar participants.

Others

- **Software:** Microsoft Office, Google workspace, Notion, Accurate, WMS, EViews, SPSS, Tableau, Power BI.
- **Skills:** Administration, Detail-oriented, Communication and Interpersonal, Analytical skill, Inventory Control & Stock Management, Data Analysis, Organizational Skill, Logistic Management, Warehouse Management, Time Management, Teamwork and Collaboration, Export Import, Negotiation, Project Management.
- **Course** (2022): Ms. Office: Professional Class.
- **Course** (2022): General Affairs
- **Course** (2022): JP Morgan Global Finance and Business Management Virtual Experience Program on Forage.
- **Course** (2024): Koch Industries Accounting Job Simulation on Forage.