

Ramdan Ridwanullah

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ABOUT ME

Professional with more than 4 years of experience in General Affairs, Administration, and Operations, with additional experience in B2B industrial sales. Experienced in managing procurement, assets, and facility operations efficiently to support smooth business processes. Strong communication and coordination skills with internal teams, vendors, and customers, with a focus on improving operational effectiveness.

WORK EXPERIENCE

Industrial Sales Executive (B2B) | PT. Paiho Indonesia

Nov 2025 - Present

- Manage B2B industrial sales by understanding customer needs and product specifications.
- Build and maintain strong relationships with customers through regular communication and direct visits to support repeat business.
- Conduct regular follow-ups to ensure customer satisfaction and smooth order processing.
- Coordinate with internal teams (Production, PPIC, and Warehouse) to ensure smooth order fulfillment and delivery processes.
- Handle customer complaints and ensure proper resolution through cross-functional coordination.

Operations Administrator & General Affairs | AMANTARA by Agung Sedayu Group

Nov 2024 - Sep 2025

- Managed office facilities, company assets, operational vehicles, and working areas to ensure smooth daily operations.
- Handled procurement of goods and services through SAP, including goods receipt, document verification, and purchase reporting.
- Conducted regular asset and office supplies stock opname with up to 95% accuracy.
- Coordinated with vendors for cleaning services, security, and facility maintenance.
- Managed administrative documents and both physical and digital filing systems to support operational efficiency.
- Supported internal events and prepared daily and monthly operational reports for management review.

General Officer | ASTRA CREDIT COMPANIES

Jun 2021 - May 2024

- Managed procurement of goods and services across departments and coordinated with finance for budget approval, resulting in up to 5% operational cost savings.
- Managed maintenance of company assets (buildings, vehicles, air conditioning, and server rooms), reducing equipment damage by 15% through scheduled maintenance programs.
- Coordinated with vendors to resolve facility issues across office areas.
- Managed company legal administration, including building permits, ensuring compliance with regulations.
- Managed vehicle inventory, valuation, and auction administration, increasing resale value by 10% through accurate asset appraisal.
- Conducted regular asset stock opname to ensure data accuracy.
- Managed physical and digital document filing systems to support asset and internal audit requirements.

EDUCATION

Bachelor's Degree in Development Economics | Universitas Pasundan | GPA: 3.31 / 4.00

Sep 2015 - Sep 2019

CERTIFICATIONS

- **TOEFL** – Score: 573 (Central Course, 2024)
- **English Course (Basic 1)** – Speaking Partner (Jul 2024 – Aug 2024)

SKILLS

Hard Skill

Microsoft Word | Microsoft Excel | Microsoft PowerPoint | SAP | Data Entry | Document Administration | Asset Management

Soft Skill

Communication | Negotiation | Problem Solving | Teamwork | Independent Work | Adaptability & Flexibility

Languages

Indonesian (Native) | English (Intermediate – TOEFL 573)