

BENNY RAMADHAN FARDIAN

Assistant Warehouse Manager | E-Commerce Fulfillment | 3PL | Inventory Control | WMS

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RINGKASAN PROFESIONAL

Assistant Warehouse Manager dengan pengalaman 7+ tahun di warehouse operations dan e-commerce fulfillment (B2C/B2B), 3PL, dan PLB/bonded warehouse. Menguasai alur end-to-end: inbound, receiving, putaway, storage, replenishment, picking, packing, outbound, dispatch, dan retur. Kuat pada inventory control (stock accuracy, stock movement, cycle count/stock opname, reconciliation), penerapan FIFO/FEFO & expiry management, serta monitoring KPI/SLA (cut-off, lead time, productivity, outbound accuracy). Berpengalaman memimpin tim multi-level dan shift system, membangun SOP/WI, dan melakukan continuous improvement berbasis data menggunakan WMS/ERP-style system, barcode scanning, dan reporting Excel/Google Sheets.

CORE COMPETENCIES

- Warehouse Operations Management (Inbound, Putaway, Storage, Picking, Packing, Outbound, Returns)
- E-Commerce Fulfillment & Marketplace SLA (Same Day/Next Day, Cut-off Management, Backlog Control)
- Inventory Control & Stock Accuracy (Cycle Count, Stock Opname, Reconciliation, Variance Investigation)
- FIFO/FEFO, Lot/Batch, Expiry & Aging Management (Fast Moving/Slow Moving Control)
- Manpower Planning, Shift Scheduling, Productivity & Performance Management (Leader/Supervisor)
- WMS/OMS/ERP Operations, Barcode Scanning, Audit Trail & Operational Dashboard
- Process Improvement, SOP/Work Instruction, Root Cause Analysis, CAPA
- Cross-Functional Coordination (Ops, CS/Marketplace, Finance, Transport/3PL, IT/WMS)
- K3 (Safety), Housekeeping (5S), Security & Quality Control

PENGALAMAN KERJA

PT UNIAIR INDOTAMA CARGO – Jakarta/Bekasi

Assistant Warehouse Manager / Head of Fulfillment (B2C E-Commerce & Multi-Client) | 2022 – Sekarang

- Memimpin operasi warehouse end-to-end untuk multi-brand (kosmetik, suplemen, pangan, elektronik, household) termasuk inbound, putaway, picking, packing, outbound, dan returns.
- Mengelola struktur tim: 2 Supervisor, 9 Shift Leader/Leader, 20 kontrak, dan 200+ pekerja harian; volume rata-rata 10.000 order/hari dan peak 30.000–43.000 saat campaign.
- Menjaga KPI/SLA marketplace cut-off dan outbound accuracy 98–99% melalui QC gate, standard packing/labeling, station balancing, dan daily performance review.
- Memperkuat inventory control: cycle count/stock opname, rekonsiliasi sistem vs fisik, investigasi selisih, dan implementasi tindakan korektif (CAPA).
- Mengelola retur e-commerce (customer return, damage, wrong item) serta perbaikan proses untuk menekan repeat issue dan meningkatkan customer experience.
- Koordinasi lintas fungsi dengan Ops/CS/Marketplace, Finance, Transport/3PL, dan IT/WMS untuk troubleshooting proses, data, dan sistem.

Warehouse Operations Supervisor (PLB / Bonded Warehouse) | 2019 – 2021

- Mengelola operasi PLB/bonded untuk customer (mis. Importir.org, Lazada Bonded Center) dengan volume 3.000–4.000 order/hari.

- Memimpin 2 Supervisor dan 4 Leader (±30 staff) memastikan compliance SOP, ketepatan data, dan kesiapan dispatch.
- Meningkatkan visibilitas lot/expiry dan kontrol stock movement; mendukung optimasi layout dan flow kerja.

PT STORE SEND E-LOGISTIK INDONESIA – Greater Jakarta Area

Supervisor Fulfillment Operations (B2C E-Commerce) | 2018 – 2019

- Mengawasi picking, packing, dan outbound sesuai SLA marketplace; memperkuat kontrol QC untuk menurunkan miss-pick/wrong item.
- Membina tim operasional, memastikan kepatuhan SOP, dan meningkatkan produktivitas harian.

iStore iSend Fulfillment

Admin Outbound → Koordinator | 2017 – 2018

- Menangani outbound documentation, koordinasi pengiriman, serta dukungan alur inbound hingga outbound.
- Training operasional di Klang, Selangor – Malaysia (2017) untuk best practice fulfillment & SOP implementation.

PENDIDIKAN

- Universitas Terbuka – S1 Ilmu Komunikasi | Lulus 2026

SERTIFIKASI & PELATIHAN

- Fundamental Leadership Training – Dale Carnegie (2022)
- ESQ Leadership & Character Building Training
- Self, Team, and Business Leadership – HC Gallery (2023)

TOOLS

- WMS/ERP-style system | Barcode scanning | Microsoft Excel (Pivot, VLOOKUP) | Google Sheets | Reporting & Dashboard sederhana

BAHASA

- Indonesia (Native) | Inggris (Intermediate) | Jepang (Basic)

ATS KEYWORDS

Assistant Warehouse Manager; Warehouse Supervisor; Warehouse Operations; E-Commerce Fulfillment; 3PL; PLB; Bonded Warehouse; WMS; OMS; ERP; Inbound; Receiving; Putaway; Storage; Replenishment; Picking; Packing; Outbound; Dispatch; Returns; Inventory Control; Stock Accuracy; Cycle Count; Stock Opname; Reconciliation; FIFO; FEFO; Expiry Management; Lot/Batch; SLA; Cut-off; Productivity; Continuous Improvement; SOP; K3.