

YOLANDA TANZIL

Supply chain management | Customer service management | Material Management
+62 819 050 63655 | yoland.tanzil@gmail.com | <https://www.linkedin.com/in/ytanzil>

PROFESSIONAL SUMMARY

Over 15 years of experience and strong knowledge in supply chain management: asset inventory management, material planning, logistics and warehouse management, Customer Service, Procurement and Tender Management, Business Process Improvement, Analytical skill with problem statement

COMPETENCIES AND SKILLS

Soft skills: Leadership and Team Management, Mentoring and Coaching, Communication, Collaboration and Creativity, Analytical skills

Transferable skills: Asset Management, Inventory Management, Warehouse Management, Sales Order Operation and Planning, Business Process Improvement, Logistic management

Systems: ERP for Manufacturing, Distribution and Oil and Gas (JD Edwards, QAD, SAP, CTMS, AS400) and Visio

ACHIEVEMENTS

Organisation: Citra Tubindo (a Vallourec group)

- Lead and drive sales and operation team to achieve 50% improvement on-time delivery compared to H2 2022 YoY

Organisation: Nidec Mobility

- Improvement the inventory level to achieve 2 weeks turnovers in a fast-paced automotive industry with zero late delivery.
- Successfully negotiated 15% cost reduction related with 3PL suppliers on the import activities 2021 to 2022.

Organisation: Baker Hughes, a GE

- Redesigned the annual physical count by improving from 6 days to 2 days and saving 50% of the cost by implementing the self-development system with internal resources instead of using external, with result 99% accuracy in 2017 vs 56% in 2015.
- Led the team to improve the Inventory reduction of 50% compare 2017 vs 2015
- Led the initiative on improvement project strengthen the manufacturing order reviews process to avoid the non-conformance outcome incident, by collaborating with IT, manufacturing engineer, production planner, and quality to setup the process and the project has contributed with zero incident (NCI) feedback from client.

Organisation: Weatherford

- Led the supply chain leader of Vietnam, the Philippines and Brunei Darussalam to improve on the asset & inventory accuracy from 80% to 99%
- Led the initiative improvement project in SSA (Angola, Gabon, Ghana, and Congo) on the asset and inventory accuracy via JDE Implementation

WORK EXPERIENCE

Customer Service Manager, Citra Tubindo (a Vallourec group) (July 2022 – Present)

Lead and manage Customer Service of 4 team members supporting the Tender to Contract process and fulfilled After-Sales Delivery to Invoicing submission) for medium to highly complex in aspects relating to, but not limited to initiation and planning, kick-off from tender-contract to order review checklist, response consolidation during tender, post-submission administration, win/loss review on tender.

- Lead bidding team meetings and timelines to ensure on-time with zero failed before the dateline by consolidating within cross department (Tender to Contract)
- Driving and initiating the advance order program to mitigate late delivery and coordinating with respective internal stakeholders
- Coordinating with Batam team (production and supply chain) for production and shipping schedules to achieve the on-time delivery
- Design and maintain SOP, working instruction and training materials for the customer service department functions.
- Responsible for the motivation and development of subordinates to optimize their performance and their professional growth to achieve the company's annual goal.

Customer Service & Logistic section Manager, Nidec Mobility Indonesia (August 2019 – June 2022)

Customer service professional committed to balancing company goals while helping all customers find satisfactory solutions per company compliance.

- Manage the expediting of equipment, shipping, and delivery to meet customers' defined schedules, as part of Order-to-Cash cycle
- Created and own process to maximize operational efficiency in procurement, forecasting, planning and material management activities by collaborated with stakeholders local, globally and 3rd party Warehouse & Transportation, with a commercial solution to anticipate all customers concern and meet defined schedules.
- Led supplier management activities on warehouse and logistic which included performing high-level negotiations and verifying suppliers according to business needs.
- Drive and leveraged planning knowledge to create, modify and implement demand plans to drive supply chain activities.
- Act as a project leader on a continuous improvement transportation project that focus on improving cost, quality, delivery, and customer satisfaction.
- Utilized advanced knowledge of ERP systems in the implementation of QAD on the transition from Omron to Nidec in terms of supply chain after-sales.
- Designed the business process on the after-sales supply chain and empowered the team to create the procedure and working instruction for the ISO 9001:2015 on the transition Omron to Nidec purpose and continuing monitoring the update process.
- Responsible for the motivation and development of subordinates to optimize their performance and their professional growth to achieve the mid and annual goal.

Inventory Team Leader, Baker Hughes, a GE (June 2014 – December 2017)

Streamlined operational efficiencies by reviewing all inventory, warehouse, quality, production process to improve the accuracy and production efficiency in manufacturing industry. Identifying and implementing initiatives to reduce the overall supply chain cost base in manufacturing industry.

- Drove the implementation of lean manufacturing principles across the organization and provided the tools that achieved 50% quality production improvement and inventory optimization to 50%
- Spearheaded the risk assessment of one of EHS programs to optimize plan efficiency, safety, cleanliness, and daily production.

- Led the business improvement: inventory intercompany transaction flow, manufacturing order workflow and the simplification on Logistic export-import transaction process flow collaborated with cross-functional team such as IT, production, engineer, quality, warehouse, logistic and regional team.
- Collaborated with leadership and cross department on annual physical count improvement, leading to 99% inventory accuracy and saving operation cost by 15% from 2015 to 2017.
- Developed and forecasted the inventory flow (raw materials, finished products and WIP) by consolidating data from master schedule, sales, production, warehouse, and procurement.
- Led project on the warehouse's redesigned space by maximizing the yard utilization and current processes by reducing the material flow rate reflecting an increase and exceeding customer's requirements and expectation.

Supply Chain Management (Various Roles), Weatherford (April 2004 – June 2014)

Various position and responsible task from invoicing officer to operation analyst, collaborating the operation stakeholders – eight (8) difference product lines, supply chain management (procurement, customer service, assets, and inventory, logistic and warehouse), and finance from Asia Pacific region to Sub Sahara Africa (SSA) region on business process development, achievement 98% asset & inventory accuracy, efficiency delivery method, and trained the ERP JD Edwards.

Positions:

- Mar 2013 – Jun 2014 Operation analyst (Jakarta)
- Sep 2011 – Feb 2013 APAC Asset-Inventory Specialist (Singapore)
- Oct 2009 – Aug 2011 SSA JDE Operational Implementation Team Lead (Sub Sahara Africa)
- Aug 2006 – Sep 2009 APAC JDE Trainer & Process Supervisor (Jakarta)
- Apr 2004 – Jul 2006 Invoicing Officer (Balikpapan & Jakarta)

Main accountabilities:

- Subject matter expert in Supply chain management and Order to Cash responsible for preparing training, preparing train the trainer documents, and continuous improvement to ensure the accuracy and billing efficiency as well as championed troubleshooting and resolving everyday issues to lessen impact to cash and align with SOX (Sarbanes Oxley) requirement.
- Conduct root cause analysis and implement corrective actions.
- Managed strategy and execution of activities for procurement, warehouse (asset and inventory management), and customer service for Asia Pacific (Indonesia, Vietnam, Brunei Darussalam, the Philippines) and SSA (Angola, Congo, Gabon and Congo)
- Executed all product lines revenue delivery and invoiced on-time as forecasted.
- Reconciled all data revenue from all product line with Finance.
- Appointed to support JDE go-live implementation in UAE & Perth-Australia in 2007-2008
- Appointed to lead the customer service department during the manager is on-maternity leave.
- Executed the administrative task, regulated generating accurate and timely invoices by complying with existing agreement of various customers in different product lines.

EDUCATION & TRAININGS

Bachelor degree of Commerce, MURDOCH UNIVERSITY - PERTH

Associate degree of Business Administration, STAMFORD COLLEGE – KUCHING

APICS CPIM Basic Supply Chain Management Certificate, JAKARTA

APICS CPIM Detailed Scheduling and Planning Training, May 2013, JAKARTA

APICS CPIM Strategic Management of Resources Training, September 2013, JAKARTA

Weatherford Introduction Root Cause Analysis Training, August 2007, JAKARTA

VOLUNTEER & PART-TIME

Volunteer in Education

- May – Jul 2019 Reading together with 1 child in Yayasan KDM, Jakarta
- 2018 Learnt English together with Amurang children community, Amurang – North Sulawesi
- 2017 Learning Math together with Children-Barelang 4th Bridge via ISRA organization, Batam island

Part-time Job

Inventory Specialist | KDM Foundation, May – July 2019

Conducted physical count, categorized items, designed the monitoring and controlling procedure for incoming and outgoing material

Warehouse Management | LKJ - Bali, January – March 2019

Managed and coordinated material incoming and outgoing,
Learnt SAP on material management.

Freelance Tutor | LKP Pratama Amurang, Jul – Oct 2018

Designed, implemented lesson plan, and teaching by integrating all language skills (listening, speaking, reading, and writing) for both English and Indonesian course.

REFERENCES

Eric Sianipar, Sales Supervisor in Nidec Mobility Indonesia
+62 811 1103 286 at eric.sianipar@gmail.com

Joko Wahyudi, Material and Warehouse Manager in Baker Hughes, a GE
+62 812 7515 576 at jsoediman@gmail.com

Imun Sihombing, Finance Director in Baker Hughes, a GE
+62 815 8811 121 at imunsihombing@yahoo.com

Robert Massy, APAC HR Manager in Weatherford
massyrl@westinghouse.com

Udo Schimkewitsch, APAC Supply Chain Manager in Weatherford
udo_schimkewitsch@yahoo.com