

CURRICULUM VITAE



PERSONAL IDENTITY

Name : Eva Lambok Widyanati Sitorus
Place & Date of Birthday : Bandung, October 26 '1987
Gender : Female
Religion : Christian Protestant
Height/Weight : 165/55
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EDUCATIONAL BACKGROUND

2016 – 2017 : PascaSarjana STIE IPWI Jakarta, Human Resources Management
2007 – 2011 : Politeknik Negeri Bandung, DIV Majoring Business Administration,
Program Study Asset Management
2003 - 2006 : SMA Negeri 2 Bandung
2000 - 2003 : SMP Negeri 9 Bandung
1994 - 2000 : SD St. Maria Bandung

A. WORK EXPERIENCE

1. Kantor Kementerian Perencanaan Pembangunan Nasional / Bappenas

Purchasing & General Affair

- Pengadaan barang dan Inventarisasi

Period 2010 - 2011, Jakarta.

2. PT. Puninar Yusen Logistic Indonesia

Management Trainee:

- as Business Development for Feasibility Study Financial
- as ADH Section, Vehicle Import Distribution Center for PT Mercedes Benz Indonesia
- as ADH Section Vehicle Storing Centre for General Motors Project
- as Sales Marketing for Business Unit 7 Automotive

Period 2011 –2012, Jakarta.

3. PT. General Motors Indonesia (Chevrolet Indonesia)

Export & Pricing at Spare Part & Accessories (AfterSales)

- Handle daily spare part export operation
- Manage spare part export responsibilities according to set deadline
- Manage & monitor spare part export schedule and information flow
- Manage & control export team (outbond & inbond spare part)
- Review & update report export spare part to GM Global

Warranty Analyst at Service Division (Aftersales)

- Analyze and updates warranty data through Global Warranty System
- Make claim adjustment as per limit authority
- Processing and monitoring warranty claims
- Processing data warranty
- Respond to customer, dealer or internal by email or phone.
- Process dealer invoice payments warranty claims
- Creating weekly / monthly reports
- Resolving problems while ensuring the highest level
- Work directly with internal and external parties to resolve conflict with Global Warranty Claims and policies

Period December 2012 - December 2014, Bekasi.

4. PT. AIG Insurance Indonesia

Express Claim Handler (Automotive – Claims Department)

- Check and examine automotive / motor claim case
- Make claim adjustment and prepare issue order within short period through Merimen System
- Monitoring incoming claims through Merimen System, email and telephone, then check completion of claim supporting documents
- Make adjustment report and correspondence to Client
- Make claim payment through OneClaim system once received Repair Invoice from Workshop , Supplier or Client
- Monitoring Claim Outstanding
- Preparing daily / weekly / monthly / quarterly/ yearly report

Period January 2015 – November 2017, Jakarta.

5. PT. Prima Wahana Auto Mobil (Wuling Authorized Dealer)

Purchasing Part Analyst (After Sales Department)

- Responsible for all process purchasing of spare parts and materials based on specification given, include monitor schedule of delivery.
- Negotiation and arrange shipment and delivery schedule with the supplier or vendor to get the best price and cost efficiency
- Identify, check and solve urgent parts
- Monitoring Inventory Stock
- Check receiving and delivery part
- Supply Chain Management
- Preparing daily / weekly / monthly report

Period December 2017 – Present, Jakarta.

B. QUALIFICATION

No.	Qualification	Description
1.	Computer Literature	SAP, Merimen System, Windows. MS. Office, Adobe Photoshop, AISV, SPSS Program, Corel Draw etc.
2.	Automotive	After Sales (Spare Part & Service/Warranty) Automotive Insurance
3.	Logistic - Supply Chain Management	Export Specialist, Custom Clearance, Trucking & Warehousing.

C. ORGANIZATIONAL EXPERIENCE

No.	Organization	Position	Period
1.	Seminar Manajemen Aset	Public Relation	2009 - 2010
2.	Kelompok Studi Pasar Modal ITB	Public Relation	2008 - 2009
3.	English Club AECS	Member	2007 – 2008
4.	Himpunan Mahasiswa Administrasi Niaga	Public Relation	2007 - 2011

D. SEMINAR AND TRAINING

No.	Name	Description
1.	Soft Skill Academy	At Universitas Padjajaran (2009 – 2010)
2.	Netiquet Training	At Politeknik Negeri Bandung (August 2008)
3.	Web and Design Training	At Politeknik Negeri Bandung (Juni 2006)