

GORDY ADIPRASETYO

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EDUCATION

SINGAPORE MANAGEMENT UNIVERSITY

Aug 2020 – Dec 2021

Master of IT in Business

- Analytics Track

NATIONAL UNIVERSITY OF SINGAPORE

Aug 2013 – May 2017

Bachelor of Engineering in Industrial Systems Engineering and Management (ISEM)

- Second class upper (Distinction) honors
- Faculty of Engineering Dean's List award recipient (July 2017)
- Recipient of ASEAN Scholarship 2013

EXPERIENCE

FedEx Express Singapore – Singapore

Jun 2017 - present

International Trade Specialist (Part Time) (Sep 2020 - present)

Customs Clearance Operations Manager (Mar 2020 – Aug 2020)

- Led a team of 21 consisting of 10 Customs Clearance Import Brokers and 11 Customs Delay Customer Service Agents
- Developed systematic work distribution tool to optimize workload between team members that resulted in the reduction of weekly overtime by 50%
- Headed liaisons with government bodies such as Singapore Customs, ICA, HSA, and other regulatory authorities on matters of International Trade Compliance and Audits

International Trade Specialist (Jul 2018 – Feb 2020)

- Designed optimal operational solutions to facilitate the import and export of Life Science shipments in Singapore, contributing to USD 1 million revenue annually
- Consulted clients on import and export customs clearance regulations to ensure trade compliance and timely clearance
- Managed the performance of 5 service providers (cartage agents, suppliers, and facilities vendors) to ensure fulfilment of Life Science clients' requirements
- Spearheaded vendor negotiations and several operational optimization projects, generating SGD 50K savings annually
- Planned external audits for ISO certification and fulfillment of clients' Good Distribution Practice (GDP) requirements related to transportation and warehousing of Life Science products
- Developed a network of customs clearance expertise to ensure smooth import and export within Asia Pacific by working closely with 11 specialists from other Asia Pacific countries

Operations Specialist (Jun 2017 – Jun 2018)

- Analyzed large quantities of service quality data and translated it into actionable insights by extensive use of Microsoft Excel, Business Intelligence, and SQL programming, resulting in reduction of delivery delays by 25%
- Led feasibility studies on the development of operational strategies such as when the company considers moving into a self-collect model as opposed to traditional door-to-door last mile delivery
- Developed optimal last mile delivery and clearance processes as the company merged with TNT Express to ensure smooth operational transition

ACADEMIC PROJECTS

- Development of predictive model on mortality rate of COVID-19 patients given certain existing health conditions for more targeted resource prioritization
- Modelling resource optimization for airline companies to maximize profits during and after COVID-19 period

ADDITIONAL

- Proficient in programming and data analytics using Python, R, Microsoft Excel VBA, SQL, C, C#, and C++ programming language
- Native speaker of Bahasa Indonesia, fluent in English, intermediate proficiency in German, and basic proficiency in Chinese
- Work Authorization: Singapore (PR) and Indonesia (Citizen)