

ARIEF PERMADI KUNTOAJI

Operations & Logistics Leader | Warehouse & Supply Chain Management

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PROFESSIONAL SUMMARY

Operations leader with 10+ years managing multi-unit retail and service operations across F&B, EV retail, medical, and consumer service industries. Proven track record delivering 15%+ cost reduction, 97% SLA compliance, and scaling teams from 50 to 200+ employees across 100+ outlets. Expert in end-to-end P&L ownership, WMS and ERP implementation, warehouse and vendor management, and building high-performance operational teams that support sustainable revenue growth and profitability.

CORE COMPETENCIES

- Enterprise Operations Management & P&L Ownership
- Warehouse Management System (WMS) & ERP Implementation
- Inventory Planning, Control & Distribution
- Multi-Unit Operations Scaling (100+ outlets)
- Vendor Management & After-Sales / Technical Service Oversight
- SLA Management & Service Excellence
- Cost Optimization & Operational Efficiency
- Large-Scale Workforce Leadership (200+ employees)
- Business Transformation, Digitalization & Process Design
- Spare Part Forecasting & Logistics Management
- Training, Coaching & Team Development

PROFESSIONAL EXPERIENCE

Operations Manager | June 2026 – Present

Apique Group — Resique Supermarket Laundry — Retail Consumer Services

Overseeing multi-branch operations for a supermarket laundry retail network, leading system digitalization, warehouse management, vendor relations, and after-sales/technical service delivery.

- Oversee day-to-day operations across 6+ branches, ensuring consistent service quality and operational standards company-wide
- Lead system development and digitalization initiatives, including POS-based operational reporting and process automation to improve visibility and decision-making
- Manage warehouse operations including stock control, distribution, and inventory accuracy across all branch locations
- Own vendor management function, including sourcing, negotiation, and performance management to support consistent supply and cost control
- Oversee after-sales and technician operations, ensuring equipment uptime, service response, and customer satisfaction across the branch network

Operations Manager | 2025 – 2026

PT. Allvamed Nuvacon Adigana (Allvacon) — Medical Industry

Led warehouse and operational transformation for medical device distribution, driving system modernization and service reliability improvements.

- Improved warehouse fulfillment speed and service reliability by implementing SLA-driven operational controls, reducing average response time significantly across all warehouse touchpoints
- Led full WMS implementation resulting in measurable improvements in inventory accuracy, stock visibility, and overall warehouse productivity
- Spearheaded ERP transition initiative to streamline warehouse, inventory, and technical support processes with real-time operational visibility
- Reduced inventory discrepancies and operational inefficiencies through structured cycle counting, governance controls, and system-based monitoring
- Strengthened technical support operations with standardized escalation workflows and SLA performance tracking systems, improving customer satisfaction and operational consistency

Operations Manager | 2024 – 2025

PT. Kurnia Boga Narayan (Janji Jiwa / Sejuta Jiwa) — Retail F&B Industry

Led end-to-end regional operations across multi-outlet and hub networks, driving business scalability, workforce productivity, and profitability in a high-volume delivery-based retail ecosystem.

- Directed regional operational strategy across 100+ outlets and hubs, aligning revenue growth, operational efficiency, and service performance to support scalable business expansion
- Owned end-to-end P&L management — optimizing sales performance, labor productivity, warehouse operations, and cost structures to maintain sustainable profitability
- Achieved 15%+ reduction in operational costs through strategic efficiency programs, resource optimization, and tighter operational cost governance
- Led large-scale workforce and operational expansion managing 200+ employees and 1,000+ delivery partners; successfully launched 7 new operational hubs
- Spearheaded operational transformation that standardized processes, strengthened execution discipline, and improved cross-functional efficiency across multiple business units

After Sales Manager | 2021 – 2024

PT. Selis Retail Indonesia (SELIS) — EV Retail Industry

Led regional after-sales operations for electric vehicle retail, managing service performance, spare part warehouse, inventory availability, and cost structures.

- Achieved 97% SLA compliance across all regional service operations, strengthening customer trust and brand credibility
- Managed and developed 50+ customer service and technical team members, improving operational productivity and service capability
- Oversaw spare part warehouse including inventory planning, stock monitoring, and distribution to multiple service points
- Managed spare-part forecasting, warehouse inventory control, and distribution processes to ensure operational readiness
- Oversaw service operation budgeting and resource allocation to maintain cost-efficient after-sales operations

After Sales Manager | 2018 – 2021

PT. Hidayah Insan Mulia (Alqolam) — Education Technology Industry

Managed nationwide after-sales service operations supporting electronic education product distribution across multiple regions.

- Built standardized service workflows and complaint-handling procedures to strengthen operational governance nationwide
- Implemented performance monitoring systems that improved service productivity and reduced operational response times
- Managed spare part planning, warehouse inventory control, and distribution processes across multiple service areas

Training & Development Specialist | 2016 – 2017

PT. Kurnia Ciptamoda Gemilang (Pedro) — Fashion Retail Industry

Designed and delivered operational and leadership training programs for store teams and supervisors to strengthen operational execution and service standards.

Training & Development Specialist | 2013 – 2016

PT. Modern Putera Indonesia (7-Eleven) — Retail Convenience Industry

Delivered operational and service training programs for retail store teams to improve operational discipline, service standards, and store performance.

EDUCATION

Bachelor of Science — Electrical Engineering

State University of Jakarta | 2008 – 2013

PROFESSIONAL CERTIFICATIONS

- People Management Development Certification — The Andes & Associate (2021)
- Certified Hypnotherapist / NLP Practitioner — Indonesian Board of Hypnotherapy (2016)
- Certified Trainer — Badan Nasional Sertifikasi Profesi / BNSP (2014)