

# MUHAMMAD ARFI RAYYAN

Pandean, Ngingas, Waru District, Sidoarjo Regency 61256 | +62 8137 7207 878 |  
[muharfirayyan17@gmail.com](mailto:muharfirayyan17@gmail.com) | LinkedIn : Muhammad Arfi Rayyan

---

## About Me

Graduate from Airlangga University with Public Administration Major. Teamwork and communication interpersonal are important skills for me. Experienced in the fields of Operations at Start-Up logistic company. Has unique experience as a Crew Member at the Wedding Event Organizer.

---

## Ability & Competence

- Microsoft Office (Word, Excel, PowerPoint)
  - Google Workspace (Sheet, Docs, Slides)
  - Teamwork
  - Communication Interpersonal
  - TOEFL Score 510
- 

## Work Experience

### PT. Lalamove Logistik Indonesia (Lalamove)

*Driver Operations Support (Contract)*

(August 2021 - now)

- Design, develop and implement driver acquisition processes
- Focus on building up supply of All Fleet (Motorcycle, MPV, Van, Pickup Bak, Pickup Box, and Engkel Box) in Surabaya and surrounding
- Hands on offline drivers acquisition & onboarding
- Setup drivers SOP and in charge of drivers quality
- Build and retain a high activity driver community
- Increase Lalamove's brand awareness by substantially growing the number of branded vehicles
- Maintain order fulfillment corporation and non corporation
- Achieving total alignment with local teams when executing new initiatives
- Exceed individual and team targets & KPI's

### PT. Paragon Pratama Teknologi (StickEarn)

*Operations Representative (Part-Time)*

(January 2020 - June 2021)

- Work directly as a Freelance with the operational team to implement the project
- Leading project on the respective area
- Maintain relationship with our stakeholders [Grab Drivers & Community]
- Generating a report on tools that have already been defined
- Be an awesome colleague to everyone on the team
- Well-organized with customer service-oriented skills

### PT. Angkut Teknologi Indonesia (Deliverree)

*Surabaya Field Staff (Part-Time)*

(July 2019 - October 2020)

- Responsible for carrying out the Quality Control (QC) process for Deliverree partners to comply with the company's Standard Operating Procedures (SOP)
- Leading team for implement the project with 3 – 5 people for lobbying to Deliverree partners

## Formal Education

### Airlangga University (2016 - 2020)

*Bachelor of Public Administration - GPA 3.38 out of 4.00*

- Successfully passed with honors
- Becoming the head of the Field Study Practice (PKL) in Public Policy course

### SMA Negeri 1 Waru Sidoarjo (2013 - 2016)

*Social Sciences (Ilmu Pengetahuan Sosial)*

- Active in extracurricular Entrepreneurship, consists of a team of 8 people at the beginning
- Have a final score on the National Examination Average of 68.5

## Informal Education

### ACCESS English School Pare, Kediri (Juli – Agustus 2018)

*Speaking Camp One Month Program*

- Join a dormitory for one month to learn English skills for Speaking and Pronunciation skills

---

## Organizational Experience

### Airlangga University Volleyball Student Activity Unit (UKM)

*General Chairman of the Organization*

(January 2018 - December 2018)

- Responsible for leading, managing, organizing in creating a family atmosphere and smoothness in running a work program and improve performance in sports Airlangga University Volleyball

### Student Executive Board (BEM), Faculty of Social and Political Sciences, Airlangga University

*Ministry of Academic and Achievement Staff*

(January 2017 - December 2017)

- Responsible for overseeing and disseminating information about the process of improvement and academic achievement for students of the Faculty of Social and Political Sciences Universitas Airlangga

---

## Achievement

### Prince Of Songkhla University, Hat Yai Thailand

*International Conference Delegates on 7<sup>th</sup> AASIC (Asian Academic Society International Conference)*  
(12 - 14<sup>th</sup> November 2019)

- As a campus delegation and an oral presenter on the results of a group scientific paper research entitled "From "Smart City" to "Smart Tourism" : Developing The Role of Tourism in Asia. Become one of the delegations of several teams from any discipline and several campuses in Asia

### Muhammadiyah Yogyakarta University

*Finalist of Call for Paper 6<sup>th</sup> HERO (HIMIE Economics Research and Olympiad)*

(19 - 20<sup>th</sup> December 2017)

- As a campus delegation and an oral speaker on the results of a scientific paper group research entitled "Triple Helix 2.0: Efforts to Optimize Monitoring of the Use of Village Funds by Adapting the Concept of Accountability". Become one of the finalists of 10 teams from several campuses in Indonesia