

NUR ENDAH EKAWATI

Centro & Custodian Head Supervisor

popuri789.ne@gmail.com | 0853 - 3238 - 9800 | Serpong - Tangerang Selatan

PROFESSIONAL SUMMARY

A results-oriented Centro & Custodian Head Supervisor with over 10 years of experience leading office operations, HR support, budgeting, procurement, and cross-functional coordination. Proven ability to optimize administrative processes, reduce operational costs, and support senior leadership with high-level reporting and organizational planning. Skilled in team leadership, policy development, compliance systems, and project execution.

WORK EXPERIENCE

Centro & Custodian Head Supervisor

2020 - Present

PT. BFI Finance Indonesia, Tbk.

- Responsible for monitoring performance (KPI), decrees, standard operating procedures (SOPs), and OPC regulations as well as reviewing the National OPC work process to ensure greater effectiveness and efficiency
- Monitoring the achievement of Centro and Custodian's daily activity targets, updates to regulations related to Centro and Custodian's business processes, monitoring and improving projects related to Centro and Custodian, ensuring KPIs and Reports are in accordance and monitoring the helpdesk regarding Centro and Custodian issues

Custodian Head Office

2015 - 2020

PT. BFI Finance Indonesia, Tbk.

- Responsible for managing, securing, and documenting the company's valuable assets, especially customer guarantee documents (such as BPKB) sent from branch offices to the head office, as well as taking care of the administration related to the return of these documents

Branch Operation Service Head

2010 - 2015

PT. BFI Finance Indonesia, Tbk.

- Lead back office and front office teams at branches
- Provide coaching and supervision to branch staff to achieve performance targets
- Solve complex problems (complex problem-solving) in daily operational activities

Management Trainee Program

PT. BFI Finance Indonesia, Tbk.

Jan 2010

- Studying branch administration management, including managing financing documents and ensuring compliance with Standard Operating Procedures (SOP)
- Mastering customer service and cashier functions to ensure the best service to customers
- Understand the financing application flow from initial administration to disbursement of funds
- Prepared to lead back office and front office teams at branches

EDUCATION

Bachelor of Accounting Economics

Sultan Agung Islamic University

2003 - 2007

agister Management

Diponegoro University

2008 - 2010

SKILLS

- Office Administration & Operations
- SOP Development & Process Optimization
- Budgeting & Cost Control
- Procurement & Vendor Management
- Team Leadership & Training
- HR Administration & Onboarding