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CURRICULUM VITAE

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PROFILE

I am an undergraduate student at Swiss German University majoring in Hotel & Tourism Management. I am passionate in pursuing a career in the Front Office Department because I enjoy meeting new people everyday and it is my passion to serve others. I am a team player with an eye for detail, a penchant for creativity, and strong analytical skills.

SKILLS

- Customer Service
- Communication Skill
- MS Office
- Problem-Solving Skill
- Leadership Skill

EXPERIENCE

MANSION BUTLER - INTERNSHIP

Bulgari Resort Bali
January 2022 - July 2022

- Dedicated butler in the mansion
- In charge of guests' itinerary and concierge services
- Food and beverage service (served in the mansion)

GUEST SERVICE AGENT - INTERNSHIP

Sheraton Bandung Hotel & Towers
July 2021 - January 2022

- Galaxy Lightspeed PMS: check-in, check-out, billing, room assignment, GXP requests updates, and guest preference updates.
- Telephone Operator: make reservation, requests, and make VIP list.
- Executive Lounge Attendant: serve guests afternoon tea.
- Achievement: Best Trainee Nominee

RESTAURANT SERVER - INTERNSHIP

Noah's Barn, Bandung
July 2017 - August 2017

- Escort guests to their tables
- Take orders and deliver orders
- Payment (cash, debit or credit card using EDC machine)

LANGUAGE

- Bahasa Indonesia 
- English 
- Japanese (N2) - NAT Test 

EDUCATION

HIGH SCHOOL

Cahaya Bangsa Classical School
Major: Social Sciences (IPS)
2016 - 2019

BACHELOR'S DEGREE

Swiss German University
Major: Hotel & Tourism Management
2019 - present
GPA: 3.92