

Evelyn

A : Mascot, NSW 2020

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Career Profile

I have a range of skills gained within various roles in hospitality, Art, Child care and Sports. I am self-motivated and can-do attitudes in acquiring new skills.

Delivered high standards of work in the past, making positive and good feedback I received during and after my work.

Additionally, I hold a Bachelor Degree of Management (Speciality in Hospitality Management) Certificate, Best Trainee and Most Active Trainee Certificates in the past Internship at 5 stars hotel in Indonesia.

Key Skills

- Solid background working in the hospitality industry, gained from experience as a Customer Relation / Guest Relation delivering a consistently high standard of customer service.
- Proactive and self motivated, with the ability to work both independently and as a team to effectively accomplish deadlines with great time management in fast-paced environments.
- Active listener and able to follow instructions from others efficiently.
- A proficient user of new technologies, highly experienced in operating systems; Microsoft Word, PowerPoint, Office, Excel, Opera
- A proficient user of new technologies, highly experienced in Macintosh operating systems; Microsoft Word, PowerPoint, Office and Excel.

Education

May 2023 - Present Advanced Diploma in Business

Aug 2016 - Sept 2020 Bachelor Degree of Hospitality Management

Employment History

May 2023 - June 2024 Sushi Maru (Waitress)

Responsibilities & Achievements:

- Managed all services related to taking orders, handled KPOS transactions, processed online orders and prepared orders for delivery, and maintained the areas to be always neat and tidy.

- Received a lot of positive feedback from customers for always being friendly and providing high-quality hospitality.

July 2022 - May 2023 Rukita Bhinneka Tunggal Ika (Community Leader)

Responsibilities & Achievements:

- Organized and coordinated any events while focusing on delivering superior customer services,
- Become a leader of the Community Associate Leader and lead the other Community team in a short period of time

Nov 2019 - Oct 2020 Power Kids Gym (Leader Gym Coach)

Responsibilities & Achievements:

- Created, managed and participated in variety of learning environments and activities to support opportunities for students to develop full potential and achieving learning objectives
- Become a leader of the Coach and lead the other team in a short period of time

Jan 2019 - July 2019 JW Marriott Jakarta (FOH Trainee)

Responsibilities & Achievements:

- Streamlined check in process to decrease wait times and increase customer satisfaction.
- Pointed as a best trainee and the most active trainee

July 2017 - Jun 2018 Wellington intelligent School (Home Teacher)

Responsibilities & Achievements:

- Reviewed curriculum and devised alternate approaches to presenting lessons to increase students' understanding.

Professional Training, Certifications and Licenses

RSA

Certification of trainee Barista by First Shot Barista Training

Table Manner by Aryaduta Hotel

Basic Coffee Training by Coffeenatics

Languages

English

Bahasa Indonesia

Chinese (Mandarin)

Chinese (Hokkian)

Melayu

References

Available on Request

