

Brenda Angelina

Humans Resource General Affair, Finance and Accounting

+6281325157692 | brendaangelina4@gmail.com | <https://www.linkedin.com/in/brendaangelina> |

Jakarta, Indonesia

SUMMARY

Motivated and detail-oriented professional with over 3 years of experience in finance, general affairs, and customer-facing roles across multiple industries. Skilled in managing financial transactions, handling administrative operations, organizing travel logistics, and maintaining professional service standards. Proven ability to work independently and collaboratively in dynamic environments. Enthusiastic about contributing to hospitality operations with both financial accuracy and operational excellence.

EXPERIENCE

PT Bigjava

Jakarta, ID

Human Resource General Affair - Full Time

Mei 2023 – Present

- Handled recruitment, employee data management, and payroll processing
- Managed general affairs including office supply procurement, facility maintenance, and transportation coordination
- Ensured compliance with labor regulations and company policies, and maintain industrial relations to create a harmonious work environment
- Responsible for organizing employee training programs to enhance skills and support career growth
- Conducts performance evaluations to measure individual achievements and align with company goals, including setting KPIs, giving feedback, and maintaining performance records
- Manage company legal document, business permits, work contract extensions, building contracts, and insurance
- Arrange transportation and accommodation during employee business trips and booking tickets and hotels
- Organize company event (family gathering, outing) and support CSR activities
- Act point of contract for client and visitors, ensuring a professional and welcoming environment
- Assists with client inquiries, coordinates meeting schedule, and ensures all guest needs are handled efficiently and courteously

Sumber Abadi Furniture

Yogyakarta, ID

Finance and Accounting - Full Time

February 2021 – Mei 2023

- Record and manage daily financial transactions (sales, purchases, expenses)
- Handle accounts payable and receivable, including invoicing and payment follow-ups
- Monitor inventory costs and support product costing and margin analysis
- Prepare monthly and annual financial reports for management
- ensure accurate tax reporting and compliance with financial regulations
- Coordinate with sales, and warehouse teams for financial data accuracy
- Assist in financial planning
- Support audits by maintaining complete and organized financial records

PT Bank Central Asia TBK

Yogyakarta, ID

Call Center Representative - Full Time

April 2020 – February 2021

2 months training period

- Handle inbound and outbound customer calls in a professional and courteous manner
- Provide accurate information regarding products, services, and company policies

- Assist customers in resolving issues, complaints, or inquiries efficiently
- Document call details and maintain up to date customer records in the system
- Follow up on unresolved customer cases to ensure satisfaction
- Meet performance targets such as response time, call handling time, and customer satisfaction
- Collaborate with other department to resolve complex issues or escalate when necessary
- Stay updates and procedures to provide accurate support
- Cross selling banking product

Vivo Apartment (Lollipop)

Yogyakarta, ID

Finance - Full Time

2016 – 2017

- Manage daily financial transactions including income from rent, utilities, maintenance fees, and other service
- Prepare monthly billing for tenants, ensuring timely distribution of invoices and collection of payments
- Monitor accounts receivable and payable, follow up on outstanding tenant payments, and ensure timely vendor payments
- Assist in budget preparation and financial planning for operational and maintenance activities of the apartment
- Record and maintain accurate financial data, including cash flow, bank transactions, and petty cash reports
- Coordinate with the property management team to monitor costs, approve expenditures, and maintain financial transparency
- Support internal and external audits by providing necessary documentation and explanations

PT Kokapura Avia

Yogyakarta, ID

Ground Handling Staff - Intern

3 month

Adisutjipto Airport

- Assist with aircraft arrival and departure procedures
- Support passenger check-in, boarding, and baggage handling
- Observe ramp operations and ensure safety procedures and followed
- Learn airport safety, communication, and time management skills

Lion Air Group

Yogyakarta, ID

Lost and Found Staff - Intern

3 month

Adisutjipto Airport

- Handle reports of lost and found items at the airport
- Assist passengers in locating and claiming their belongings
- Record, store, and track found items properly
- Verify item ownership before release
- Coordinate with relevant teams and maintain accurate documentation

Gerage Hotel and Exit Hotel

Yogyakarta, ID

Food and Beverage - Part Time

- Assist in daily operations of the restaurant, cafe, or hotel dining area
- Support inventory control and stock monitoring for kitchen and bar supplies
- Ensure cleanliness, hygiene, and service standards are maintained
- Handle basic customer service tasks and gather guest feedback
- Prepare simple reports related to sales, inventory, or guest satisfaction

EDUCATION

STBA LIA - Diploma in English Language

Yogyakarta, ID

Focus on Business, Translation, and Communication
Cumulative GPA: 3.38/4.0

Aug 2017 - Aug 2021

Dirgantara Putra Bangsa
Vocational High School

Yogyakarta, ID
2014 - Mei 2016

Focus on both theoretical and practical knowledge of the aviation industry, including airport operations, ground handling, basic flight principle, and customer service
Average Value : 83.48/100

SOFTWARE

Finance

- Microsoft Excel (Pivot Table, Data Analysis)
- MYOB
- Accurate

HR/general affair

- Microsoft Office Suite (Word, Excel, Outlook)
- Talenta by Mekari
- Time Attendance System

Hospitality

- Guest Relations and Front Office Operations
- Event Coordination and Administration
- Time Management and Multitasking
- Strong Communication and Interpersonal Skills
- CRM

SOFT SKILL

- Communication Skills
- Empathy
- Conflict Resolution
- Organization & Multitasking
- Discretion & Confidentiality
- Adaptability
- Problem Solving
- Team Collaboration
- Attention to Detail
- Analytical Thinking
- Integrity & Ethics
- Integrity & Ethics
- Numerical Aptitude
- Decision Making