

# Hanif Nugraha

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## Summary

With a few year of experience in the wine and spirit industry, I have honed my skills as a Server. I have a deep knowledge of wine sales and list management, as well as Food & Beverage education and pairing. In addition, I am skilled in hospitality, customer service, and fine dining, with expertise in Italian Cuisine. I am dedicated to delivering exceptional customer service and creating memorable dining experiences. However, I recently took a career break to pursue my passion for technology and transition into the Information System, UI/UX Design, and Web Development field.

## Experience



### Server

The Union Group

Jan 2020 - Jan 2021 (1 year 1 month)

As a Server with a year of experience in the wine and spirit industry, I have developed a strong skill set in wine sales, education, and pairing. Working on-site at The Union Group Jakarta's Roma Osteria & Bar and Bistecca, I have honed my abilities in hospitality, customer service, and fine dining. With expertise in Italian food and beverages, as well as experience with Raptor and bartending, I am equipped to provide exceptional service to customers and contribute to a successful team.



### Buffet Waiter

The Ritz-Carlton Jakarta, Mega Kuningan

Jan 2019 - Jul 2019 (7 months)

As a Buffet Waiter intern at The Ritz Carlton Jakarta, Mega Kuningan, I gained hands-on experience in banquet operations, food and beverage service, and hospitality. I focused on providing exceptional customer service to ensure customer satisfaction, while also mastering the use of MICROS and barista techniques. Working on-site at a luxury hotel allowed me to hone my communication and teamwork skills, as well as my ability to thrive in a fast-paced, high-pressure environment. My 7 months at The Ritz Carlton Jakarta, Mega Kuningan provided me with invaluable experience and knowledge in the hospitality industry.

## Education



### Institut Teknologi Nasional (ITENAS)

Bachelor's degree, Information System

Sep 2021 - Jan 2025



### Abdi Bangsa Institute

High School Diploma, Food and Beverage

2018 - 2019



**SMA Negeri 1 Sukaresmi**  
Senior Highschool, Science  
2015 - 2017

## Licenses & Certifications



**Computer Skills Training Certificate** - Yayasan Usaha Mulia - Foundation for Noble Work  
0013/VTC/V/2017



**Certificate of Competency** - Lembaga Sertifikasi Kompetensi Perhotelan dan Kapal Pesiar Indonesia  
00260/01/004/2019/LSK-PKPI



**Problem Solving (Basic)** - HackerRank  
ADD0EB985D71



**CSS** - HackerRank  
A0E2850287C1



**React (Basic)** - HackerRank  
DB8E175EC37A

## Skills

React.js • Cascading Style Sheets (CSS) • Data Structures • Algorithms • Figma • Food and Beverage Operations • Hygiene and Sanitation • Customer Service • Wine & Spirits Industry • Wine Education