



# LAURENSIA BELANSA ENDRAKARENSA

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D.O.B : Surabaya, March 18th  
1996



## PROFILE

Bachelor of English Education from Widya Mandala Surabaya. Certified Dutch speaker. School administration professional and healthcare customer service with over a year of experience. Excellent communication skills, proficient in Microsoft Office Suite, Google Workspace, Canva, skilled in using phone extensions, and organized and detail-oriented.



## EXPERIENCE

### Administrative staff | Petra ACITYA Christian Junior High school

MARCH, 2020 – SEPTEMBER, 2021

Capable of providing consultation services to parents, students, and staff, both in-person and through social media platforms such as Instagram and official WhatsApp. Responsible for processing student enrollment, managing student data, generating financial reports, and marketing the school. Contributes to the organization of both in-person and virtual school events. Proficient in various software tools, including Canva, Filmora, Google Workspace (including Google Meet and Google Calendar), Zoom, phone extensions, and dot-matrix printers.

### Customer Service | Premier Hospital Surabaya

FEBRUARY 2022 – MAY 2023

Provided patient assistance and guidance, managed incoming complaints via in-person, WhatsApp, and telephone channels, estimated procedural costs, facilitated outpatient registration, and demonstrated proficiency in operating the TrakCare EMR system



## EDUCATION

### English Education | Widya Mandala Catholic University Surabaya

2015 – 2019

With GPA 3.36

### Culinaire | Mater Amabilis Vocational School Surabaya

2012 – 2015

### COURSE:

### Dutch Course | Yayasan Caraka Mulia Surabaya

JUNE 2015 – MARCH 2021



## INTERNSHIPS AND TRAINING

### Zomercursus | Erasmus Training Centre Jakarta

JULY 17TH ,2017 – JULY 28TH,2017

### Food and Beverage Department | Midtown Hotel Surabaya

DECEMBER 20TH ,2013 – JUNE 20TH,2014

As a cook helper from December 2013 –March 2014 and as a waitress from March – June 2014



## SKILLS

- Able to use English and Dutch fluently both written and verbal communication
- Able to work in a team or individual
- Able to be decision maker and problem solver
- Able to truly understand and respond to customer concerns, remain calm and composed under pressure, and effectively conveying information and ideas.
- Able to operate various software tools such as MS-Office, Google workspace, e-mail, official whatsapp, zoom, canva, filmora, capcut and TrakCare EMR system.
- Able to operate various office equipment including phone extensions, inkjet printer and dot-matrix printer.



## **ORGANIZATIONAL ACTIVITIES**

2017 - 2018 : Member of English Department Students Association of Widya Mandala Catholic University

2019 - 2022: Event organizer, Guide for the Dutch artist during their tour in Indonesia together with Yayasan Caraka Mulia and Erasmus Huis,