

## Naura Dwinta Sari

[nauradwintasari.ns@gmail.com](mailto:nauradwintasari.ns@gmail.com) | 089662842982 | Bekasi, West Java

### BRIEF PROFILE

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Bachelor of Family Welfare Education with a concentration in Hospitality Accommodation, possess effective communication skills, excellent customer service, and solid team management. Work experience and internships in the hospitality industry have honed their skills in dealing with customers, handling complaints, and providing fast and efficient service. Interested in developing in a Customer Service position that requires direct interaction with customers.

### LAST EDUCATION

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**STATE UNIVERSITY OF JAKARTA**  
*SI-Family Welfare Education (GPA 3.83)*  
**INTERNSHIP EXPERIENCE**

2020 – 2024

#### SMK NEGERI 37 JAKARTA

*Teaching Staff/Teachers (Internship)*

July 2023 – December 2023

- Develop and manage lesson plans for 5 classes, ensuring that teaching materials are in accordance with the applicable curriculum
- Manage and document the results of student evaluations, including assignment assessments, practices, and exams.
- Manage classroom administration archives, including nurturing and maintaining important documents such as lesson plans, student evaluation results and attendance records
- Compile teaching materials for all learning meters that will be used in each lesson.
- Supervising and ensuring that students carry out daily picket tasks well, as well as providing guidance

#### SHANGRI-LA HOTEL JAKARTA

January 2023- July 2023

*Housekeeping Department (Training)*

- Responsible for the cleanliness and provision of facilities for guests, ensuring high standards in guest satisfaction.
- Handles guest requests and complaints quickly and friendly, providing effective customer service.
- Ensuring that guest laundry services run smoothly, from checking to returning clothes with fast and professional service.

### COMMITTEE EXPERIENCE

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*Committee of the Business Fund and Sponsorship Division*

2023

- Coordinate with sponsors and external parties to ensure smooth cooperation and good communication.
- Establish a good relationship with sponsors through effective communication and timely resolution of problems.
- Managing budgets and ensuring smooth payment processes, demonstrating high rigor and responsibility.

### CERTIFICATION

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- *Test Of English Proficiency Certificate*
- *Housekeeping Competency Test Certificate*

2024

2024

### ABILITY

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**Technical Skills:** Excellent Service, Explanation, Customer Complaint Management, Use of POS (Point of Sale) System, Typing Ability, Recording and Data Collection.

**Personal Skills:** Teamwork, Communicative, Adaptive, Thorough & Deft, Problem-Solving Skills.

**Software Capabilities:** Ms. Office (word, excel, power point), Google Space (Gdocs, Spreadsheet, Gform, Gmeet), Canva.