

Aditya Hibatillah Khairan

Administrative & Customer Support

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Profile

Detail-oriented and responsible worker with experience in administrative support, customer handling, and data recording. Accustomed to working with SOP, time targets, and structured tasks. Ready for remote or on-site work with clear targets and able to adapt quickly to new systems.

Work Experience

IT Maintenance

LEN Railway System | 2019

- Performed maintenance and troubleshooting of computer systems and networks.
- Basic hardware troubleshooting
- Device maintenance and checking

Customer Service & Operations Support

Sheraton Bandung Hotel & Towers | 2025

- Assisted VIP guests and maintained high service standards.
- Supported daily evening cocktail and operations with efficiency

Intercontinental Hotel Bandung | 2023

Daf Food Management | 2023 - 2025

- Provided table service and ensured guest satisfaction.
- Handled orders and maintained cleanliness in the dining area.

Education

SMKN 2 BANDUNG

- Computer Network Engineering
2018-2021

POLITEKNIK PAJAJARAN

- Associate Degree in Hospitality
2022-2025

Skills

Soft Skills

- Time management
- Attention to detail
- Fast response communication
- Team coordination

Hard Skills

- Microsoft Excel / Google Sheets
- Basic IT Maintenance
- Customer support (chat-based)
- Database Entry and Updating
- Email Handling
- Documentation
- Sop Compliance

Language

- Language English Intermediate (written & basic conversation)