

CURRICULUM VITAE

of

Dina Anggraini

OBJECTIVE

I am willing to give total support the organization that I am in, with the experience and capability that I have, in order to achieve organization's goals and create mutual benefits.

FORMAL EDUCATION

1987 - 1993	University of GUNADARMA (S1) (Majoring in Information Management – S1 Degree: S. Komputer)	Depok
1985 - 1987	SMA 47 (Sr. Highschool) (2 nd – 3 rd year in Physical Science A1)	Jakarta
1984 – 1985	Indonesian School in Wassenaar, (1 st year of Sr. Highschool)	the Netherlands
1983 -1984	Indonesian School in Rome, (2 nd & 3 rd year of Jr. Highschool)	Italy

(Elementary School was partly spent in Czechoslovakia, Bulgaria and Indonesia)

WORK EXPERIENCE

1996 – present **HOTEL KRISTAL *formerly Le Crystal* (4-star+, 328 rooms, in-room broadband connection, WiFi, swimming pool, tennis court, business centre, service office, internet rental, restaurant, pub, cake-shop, fitness centre, laundry, salon, mini shopping arcade, gift shop, florist, meeting rooms, privilege card, etc.)**
Jakarta

***Executive Secretary to (expat) General Manager – acting Business Centre
Coordinator & liaise with Public Relations departments***

- Assist the GM in maintaining relations and communications with stakeholders (internal departments, corporate clients, owning company, managing company, government institutions, media, advertising agency, associations, etc.)
- Handle Executive Office daily operation which includes all secretarial duties (arrange meetings, travel itinerary, accommodation, appointments, calls, translations, memos, meeting minutes, filing, work schedule, email, fax, compiling monthly report from all depts.)
- Compose independent business correspondence (English, Indonesian). Translate and reply e-mail (Italian & French).
- Personal assistance (organize event, insurance & financial liaisons, trips & accommodation, purchase order, etc).
- Confidential matters (working contract, salaries, employees, etc.)
- Generate lease agreements, work agreements, MOU, etc.
- Control of validation of expatriate documentation (visas, work permits, driving license)
- Notary & Tax matters (related to setting up companies).
- Generate Policies and Procedures for Business Centre and involved in setting up the Public Relations' P&P.
- Coordinate the Business Centre dept. and liaise with PR dept.
- Evaluate 4 Business Centre Secretaries; give advice to 2 PR Officers and 2 Artists (graphic designers).
- Involved in the process of planning the company marketing directions, organizing, actuating & controlling of the Public Relations budget.
- Involved in advertisement matters - placement in magazine, newspaper (meet deadline)
- Involved in giving ideas, layout, design, wording material for advertisement, logos, signages, membership card folder & insertion, collateral, etc. (proofreading and quality control until finish print-out/ product).
- Did the initial concept & draft statement for press in case of fire/ emergency situation for the in-house Fire Evacuation Team.
- Involved in proofreading of promotional material/ press release/ editorial for magazines
- Involved in joint promotions with magazine, media relations, sponsorship allocation.
- Arranged the company website & street signage (billboard)

1996 **RCI/ PT VAKANSI MEGAH (Timeshare)** **Jakarta**

Secretary to Marketing Advisor

- Account payable (weekly wages, suppliers)
- Personnel (recruitment & employee relations)
- General Affairs (expatriate work permit and company license)
- Purchase Order, Stock Item Control
- Translation, memo, daily report, telephone, fax.

1993-1994 **REUTERS, Ltd. (British News Agency)** **Jakarta**

Customer Relations Executive & RBB Sales Support

- Helpdesk Assistant (handling complaints from clients i.e. banking, commodities, stock exchange & foreign exchange companies).
- Client Visits (entertain, keep them updated, give training, handle problems)
- Set up presentations for RBB (Reuters Business Briefing) at prospective companies (arranging appointment, assist an expat Sales Person, make sure line connection with laptop before the presentation).

1992 **MANDARIN ORIENTAL (5-star, 403 rooms)** **Jakarta**

Public Relations Officer

- Organize photography sessions of the hotel, maintain printed and collateral files.
- Coordinate guest lists and invitations for VIP receptions, luncheons, dinners, send birthday cakes, etc.

1991 – 1992 **GRAND HYATT (5-star, 428 rooms)** **Jakarta**

Front Desk Supervisor

- Initially joined the pre-opening team as a *telephone clerk*, afterwards was promoted to *telephone supervisor* and moved to *front desk as supervisor*.
- Duties include: answering/ transferring incoming calls, allocating guests' needs, handling complaints, customer service, information desk, reservation, check-in

and checkout procedure, posting/ cashiering, flight confirmation, training new staff, control of PABX systems, guests' billing, escort guest, etc.

1990 – 1991

MENARA BACHTERA LINES (Vessel Broker)

Jakarta

Secretary to Managing Director

- Set up appointments, telephone calls
- Typing, Translations, Fax & Telex

OTHER ACHIEVEMENTS

English Instructor (Volunteer)

- Acting English Instructor for Security Guards for one year before Hotel Kristal set up a training department (2000 – 2001).
- English Interpreter for Grooming Class by an expatriate Trainer (Mr. David Beattie from UK) for hotel employees.

Event Organising

- Appointed entertainment coordinator for the Employee Outing Committee 1999 & 2003 (set up & arrange program of events, entertainment, prizes) liaised with all committee members concerned.
- Organized the Annual Hotel Kristal Charity Golf Tournament since 1999 up to present (invitation, sponsorship, advertising, entertainment/ program of events, prizes, auctions, documentation, hole in one, liaising with all committee members concerned). Post event: send thank you letters and documentation as proof, breakdown of income & expenses and make sure money sent to charities.
- Involved in theme planning of Morning Coffee (regular gathering for selected target market)
- Participated as one of the judge members for regular employee karaoke competitions
- Involved in English debate classes; involved in the English Quiz competition (all related to employee activities in the Hotel Kristal).

Collateral Printing

- Involved in the making of 2004 hotel collaterals (ideas for design & layout, wording, printing and installation) e.g. flyer, brochure, envelope, continuous form, signages, tent card, etc. – control finish product.
- Arranged photo-shooting for the hotel's new advertising concept (2004 & 2005)
- Proofread Italian language (for Italian menus cooperate with F&B dept.)

SKILLS

Computer:

- MS Word; MS Excel, MS Works
- Outlook Express; MS Outlook
- Power Point

Foreign Languages:

- English (Toefl prediction: 573)
- Italian (colloquial – reading, listening, writing, speaking)
- Mandarin (basic – speaking, pinyin writing & reading, listening)
- French (beginner – reading, writing, speaking, listening)

TRAININGS/ SEMINARS

- **Manage Your Mind for Success**
- **Public Relations Course**
- **High Performance Team**
- **Complaint Handling**
- **Professional Secretary**
- **Achievement Motivation Training**
- **21st Century Excellent Secretary**
- **Public Relations**
- One-day intensive workshop by Krishnamurti. Jakarta, September, 2005.
- One-Day intensive course by Intermatrix (WIMAR WITOELAR) in Jakarta (2003)
- 6-Modul Training conducted by DALE CARNEGIE Training (Bandung) arranged by Hotel Kristal (2003).
- In-company training by Training Department of Hotel Kristal (2002)
- One-Day Seminar organized by Jakarta Consulting (2000).
- One-Week Training conducted by Department of Man Power (1999)
- Two-Days Seminar organized by Strategindo Forumjaya (1997)
- Interstudi, Jakarta. (Intensive 6-month Class)

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| <u>Intensive Course</u> | (1995) |
| ○ <u>English Business Conversation</u> | ○ Three-months courses conducted by INSPEC, English Consultant Specialists (1994) |
| ○ <u>Restricted Data Area</u> | ○ One-Day Training conducted by Reuters Ltd. Singapore ('94) |
| ○ <u>Reuters Graphics</u> | ○ One-Day Training conducted by Reuters Ltd. Singapore ('94) |
| ○ <u>Supervisory Skill</u> | ○ Hyatt International Corporation standard for Supervisors (1992) |
| ○ <u>Train the Trainer</u> | ○ Hyatt International Corporation standard for Supervisors (1992) |
| ○ <u>Communication Skill</u> | ○ Hyatt International Corporation (1991) |
| ○ <u>Complaint Handling</u> | ○ Hyatt International Corporation (1991) |
| ○ <u>Selling Skill</u> | ○ Hyatt International Corporation (1991) |
| ○ <u>Telephone Courtesy</u> | ○ Hyatt International Corporation (1991) |

PLACE & DATE OF BIRTH

- Manila, 1st August 1969 (Philippines) Sex: Female Status: Married with 2 children (age: 10 and 4) Religion: Islam Husband's Occupation: Supplier

NATIONALITY

- Indonesian

PERMANENT ADDRESS & TEL. NO

- Bintaro Jaya Sektor II, Jl. Kepodang I Blok K8 No.21, Jakarta 12330
Tel. (62-21-736 2767)

CURRENT ADDRESS & TEL. NO.

- Bukit Sawangan Indah Blok D30 No.15, RT 11/RW05, Kel. Duren Mekar,
Sawangan - Depok
Tel. (62-251-614479)

MOBILE & OFFICE TEL. NO.

- 0819. 320. 98. 910.
- 750 7050 ext. 697 & 696 (during office-hour Mon. – Fri.)

PERSONAL INTERESTS

- Reading (marketing communication, management psychology, lifestyle)
- Playing musical instrument (piano, keyboard, guitar)
- Sports (gym/ fitness centre, yoga, table tennis)

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