

ADINDA MERINISA

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SUMMARY

I hold a Bachelor's degree in English Education with experience in both teaching and customer service. Committed to fostering meaningful connections, I believe that language learning and service go beyond just skills—they are about engagement, expression, and building meaningful relationships. I continuously seek innovative ways to enhance learning, improve customer experiences, and provide exceptional support.

PROFESSIONAL EXPERIENCES

SUNRISE HOLIDAY TOUR AND TRAVEL

Malang

Customer Service

October 2018 - March 2019

- Assist customers with bookings, inquiries, and travel arrangements.
- Provide information on destinations, packages, and policies.
- Resolve issues, process changes, and ensure customer satisfaction.

SDN 4 WATES

Tulungagung

Teacher

February 2023 - June 2023

- Create student-centered lessons that foster creativity and critical thinking.
 - Adapt teaching methods to support diverse learning needs and interests.
 - Encourage a growth mindset through feedback and self-reflection.
 - Implement and optimize *Kurikulum Merdeka* effectively.
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EDUCATION

University of Muhammadiyah Malang

English Language Education.

ACHIEVEMENT

Nominated as one of the top three students with the highest grade for Foreign Language for Specific Purpose (FLSP) with a 4.00 GPA.

SKILLS

- Strong communication and interpersonal skills in education and customer service.
- Experienced in fostering confidence, motivation, and engagement through personalized support.
- Adaptable to diverse environments with expertise in classroom management and customer relations.