



# LAETYCIA NAOMI MULIA

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📍 Jl. Bongso Wetan No. 13 Menganti, Gresik

## EDUCATION

### Tourism Destination Airlangga University GPA: 3,47

- Contributing to scientific publications through the publication of the journal Vol. 12 No. 2 (2024): Journal of Tourism Destination and Attraction,
- Managing a MICE event entitled "The Summer I Turned Pretty", training event management and hospitality skills.
- Actively involved in CSR projects in Ketapanrame Tourism Village, focusing on community-based tourism development and local community empowerment.
- Participating in community service activities held in Gejagan Village, Nganjuk

### (2018-2021) Culinary Skills Program Vocational High School 8 Surabaya

- Participated in Table Manners training at the Majapahit Hotel in Surabaya
- Participated in school activities by creating Jelly Art
- Experienced knowledge of food and beverage service

## SKILLS

- Communication skills
- Adaptability and collaboration
- Discipline and responsibility
- Time management and Teamwork
- Food and Beverage Service

A student majoring in Tourism Destinations from Airlangga University, she has experience working in a four-star hotel environment that emphasizes communication, service, and professionalism. She is accustomed to working in a team, is disciplined, and is able to complete administrative tasks effectively.

## WORK EXPERIENCE

### Java Paragon Hotel & Residence Food & Beverage Service - Internship (2019 - 2020)

- Serve guests with professional standards and excellent communication skills.
- Collaborate with the team to ensure smooth operations.
- Improve interpersonal, service, and situation management skills.

### Lembah Mbencirang Tourist Destination Visitor Services - Internship (2025)

- Design and develop attractive tour packages that meet visitors' needs.
- Providing direct services to visitors, including destination information and assistance with tourist activities.
- Actively participate in the Mojokerto Regency Youth Pioneer competition, concern for tourism development and empowerment of the younger generation.