

Dimas Sutanto

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Professional Summary

D3 Hospitality Management graduate pivoting to education sales with strong service mindset. Experience managing on-site guest relations and upselling premium packages. Ready to support Ruangguru STAR with disciplined field outreach and follow ups.

Technical Skills

Relationship Building: Client management, Upselling, Negotiation

Operations: Pipeline tracking, Presentation, Problem resolution

Tools: Excel CRM, Scheduling systems, Data analysis

Professional Experience

Guest Relations Trainee

Prima Hotel Group

Jun 2022 – Dec 2022

Surabaya, ID

- Handled 25+ client meetings weekly, offering tailored event packages
- Achieved 92% satisfaction score by proactively addressing customer needs
- Tracked inquiries and conversions using Excel CRM templates

Projects

Community Tutoring Outreach

Coordinated volunteers to promote tutoring to 150 parents. Improved attendance by 30%.

2021 – 2022

Education

D3 Hospitality Management

Politeknik Negeri Jember

2020 – 2023

Jember, ID

GPA 3.64/4.00 — Hospitality Sales Award (2022)

Certifications

- Frontliner Sales Certification, PHRI (2022)
- Customer Service Excellence, LSP Pariwisata (2021)