

Dimas Sutanto

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Education

Politeknik Negeri Jember Jember, ID D3 Hospitality Management 2020 – 2023 GPA 3.64/4.00. Hospitality Sales Award (2022).

Professional Experience

Prima Hotel Group

Surabaya, ID

Guest Relations Trainee

Jun 2022 – Dec 2022

- 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

Leadership & Activities

Community Tutoring Outreach

Surabaya, ID

Coordinator

2021 – 2022

Coordinated volunteers promoting weekend tutoring to 150 parents.

Skills

Relationship Building: Client management, Upselling, Negotiation

Operations: Pipeline tracking, Presentation, Problem resolution

Tools: Excel CRM, Scheduling systems, Data analysis