

# CURRICULUM VITAE

## NUR HAYATI

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I am a hardworking person who has always worked in hands on roles.  
I am organized and efficient in my work. I like to ensure that I complete my work on time effectively.

I am an effective communicator and always keen to learn new skills and I am eager to learn anything I need to be good in my role.

## PERSONAL INFORMATION

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Born January 28<sup>th</sup>, 1990 in Cilacap (Indonesia)  
Citizenship: Indonesian  
Marital status: Single

## WORK HISTORY

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03. 2013 - PRESENT	<b>H.I.S. TOUR &amp; TRAVEL</b> Corporate Operational Staff
11. 2009 – 03. 2013	<b>ANTAVAYA TOUR &amp; TRAVEL</b> Travel Consultant
12.2008 – 10.2009	<b>JAKARTA TRAVEL SERVICE (JTS)</b> Reservation & Ticketing Staff

### JOB DESCRIPTION

- Answer inquiries regarding such information as schedules, accommodations, procedures, and policies.
- Assemble and issue required documentation such as tickets, travel insurance policies, and itineraries.
- Confer with customers to determine their service requirements and travel preferences.
- Contact customers to advise them of travel conveyance changes or to confirm reservations.
- Determine whether space is available on travel dates requested by customers, and assign requested spaces when available.
- Examine passenger documentation to determine destinations and to assign boarding passes.

- Inform clients of essential travel information such as travel times, transportation connections, and medical and visa requirements.
- Maintain computerized inventories of available passenger space, and provide information on space reserved or available.
- Make and confirm reservations for transportation and accommodations, using telephones, faxes, mail, and computers.
- Plan routes, itineraries, and accommodation details, and compute fares and fees, using schedules, rate books, and computers.
- Prepare customer invoices, and accept payment.
- Provide clients with assistance in preparing required travel documents and forms.
- Provide customers with travel suggestions and information such as guides, directories, brochures, and maps.
- Announce arrival and departure information, using public-address systems.
- Check baggage and cargo, and direct passengers to designated locations for loading.
- Contact motel, hotel, resort, and travel operators to obtain current advertising literature.
- Promote particular destinations, tour packages, and other travel services.
- Provide boarding or disembarking assistance to passengers needing special assistance.
- Sell travel insurance.
- Trace lost, delayed, or misdirected baggage for customers.
- Gather and compile visitor statistics such as the numbers and types of visitor inquiries.
- Open and close information facilities, and keep them clean during operation.
- Sell a range of goods such as stamps, souvenirs, postcards, and maps.

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## EDUCATION

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09.2011 – 07.2015	STBA JIA (FOREIGN LANGUAGE SCHOOL) Japanese Literature
07.2005 – 06.2008	SMK N 1 CILACAP (VOCATIONAL HIGH SCHOOL) Tourism Department
07.2002 – 06.2005	SMP N 1 KAWUNGANTEN (JUNIOR HIGH SCHOOL)
07.1996 – 06.2002	SD N 3 SARWADADI (ELEMENTARY SCHOOL)

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## SKILLS

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- Able to operate Amadeus, Abacus & Galileo System
- Microsoft Office (Word, Excel & Power Point)
- Nouryoku Shiken (Japanese Language Proficiency Test) – Level 3 (N3, 2016)