

NIKEN APRILIANTI

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PROFILE

Final-year Diploma III student in Tourism Business at Politeknik Negeri Bali with experience in administration, customer service, and event management. Proficient in Microsoft Office and possesses strong communication skills. Eager to contribute to a dynamic team and achieve optimal results.

WORK EXPERIENCE

PT. Jasa Angkasa Semesta

Baggage Service | Internship

Nov, 2024 – Jan, 2025

- Handled an average of 50 lost & found item reports per month, achieving a 98% customer satisfaction rate through efficient processing and timely item returns.
- Managed, verified, and archived lost & found data.

Passenger Service Assistant | Internship

Aug, 2024 – Oct, 2024

- Provided efficient and friendly assistance to over 100 passengers monthly at arrival, transfer, and immigration terminals.
- Resolved passenger document issues and ensured smooth passenger flow.

World Water Forum

Registration | Daily Worker

May, 2024

- Managed registration for 1,000+ participants at the World Water Forum.
- Ensured data accuracy and security, and maintained smooth registration processes.

Galaxy Tour and Travel

Tour Leader | Daily Worker

Nov, 2023 – Apr, 2024

- Led and guided tours for an average of 30 tourists per trip, consistently receiving positive feedback and high customer satisfaction.

- Responsible for travel route planning, transportation arrangements, and accommodation.

NIEC World Education Festival

Registration | Volunteer

Oct, 2023

- Handled registration for over 300 participants and ensured a fast and friendly check-in process.

The Art of Recycling with Creativity for Sustainable Tourism

Mar – Jun, 2023

Public Relations | Volunteer

- Responsible for managing communication between the organization and the public, preparing promotional materials, and maintaining the organization's image through media relations and event support.

Hotel Discovery Kartika Plaza

Waitress | Daily Worker

Nov, 2022

- Delivered friendly and efficient customer service to an average of 12 customers per shift.
- Took and served food and drink orders accurately and on time.

Darmaga Sunda Resto

Waitress | Daily Worker

Sep – Nov, 2021

- Accurately took and delivered 50+ food and beverage orders daily, ensuring quick and friendly service.
- Maintained cleanliness and organization in the dining area, contributing to a 90%+ customer satisfaction rate.

Hotel Mercure Nexa Supratman

Room Attendant | Internship | Daily Worker

Jun – Aug, 2021

- Maintained room cleanliness and tidiness according to hotel standards, servicing an average of 21 rooms per day efficiently and effectively.
- Handled guest requests and complaints promptly and professionally.

EDUCATION

Politeknik Negeri Bali – Bali, Indonesia

Diploma III in Travel Business — Sep 2022 – Present (Final-year student)

- Current GPA: 3.82 (as of June 2025)
- 2024 – Participant of Third Opinion Partners “Social Lab Research”
- 2024 – BNSP Certified – Travel Consultant
- 2023 – Participant in Student Internationalization Program

SMK Terpadu Cicalengka – Kab. Bandung

Hotel Management Major — Jun 2019 – Jul 2022

- Graduated with a final average score of 85.8 / 100
- Awarded Best Graduate in Hotel Management 2022 for academic achievement and front office, housekeeping, and food & beverage skills.

SKILLS

Hard Skills

- Customer Service
- Microsoft Office (Excel, Word, PowerPoint)
- Event Registration & Coordination
- Administrative & Data Handling
- Reservation Systems (Amadeus, Sabre, Worldtracer)

Soft Skills

- Communication
- Time Management
- Problem Solving
- Team Collaboration

- Adaptability

LANGUAGES

- Indonesian (Fluent)
- English (Intermediate)