**ILHAM ZAID SUNGKAR**

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Semarang - Indonesia

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**BACKGROUND**

Date of Birth : January 21st, 1983

Sex : Male

Marital Status : Single

Nationality : Indonesian

Height / Weight : 178 cm / 75 kg

**OBJECTIVE:**

Seeking a General Manager position where I can continue to contribute to upholding management within the fast environment. I am confident that my innovative and challenging approach will make a significant contribution to the continuous growth and success of the well respected Hotel and Resort property.

**SUMMARY OF QUALIFICATIONS**

1. Over 16 years of experience at Hotels and Resorts
2. Worked in cross-cultural environments in both front line, supervisory and management positions
3. Proven track record and achievement from Guest Experience, Total Revenue and GOP
4. Ability to ensure proper selection, training, motivation and counselling of employees
5. Positive and upbeat approach to employee relations and guest complaints
6. Excellent guests interaction

**PROFESSIONAL EXPERIENCE**

**Holiday Inn Express Semarang Simpang Lima**

Position Held : General Manager

Date : July 2018 – present

Description : The hotel has 198 rooms, 4 meeting room, breakfast area, gym,

Laundry room and express bar

Achievement :

* #2 Best GOP Forecast differences for Q3 2019 in SEAK
* Turn all finance metric ( Total Revenue, GOP and NOP) to Green for the 1st time on 2019
* Improve GOP from 33% on 2018 to GOP 45% on 2019
* Improve Total Revenue 25% on 2019 compare previous year
* Colleague Heart Beat ( employee satisfaction survey ) 100% on 2019

**Holiday Inn Express Jakarta Thamrin**

Position Held : Hotel Manager

Date : December 2016 – June 2018

Description : The hotel has 101 rooms, 1 small meeting room, breakfast area, gym,

Laundry room and express bar

Achievement :

* #1 Best Value Hotel on Trip Advisor from 1023 hotel in Jakarta
* Improved from achieved 4 to achieved 7 out of 9 winning metrics on 2017
* Passed the brand standard audit for the first time for 2017 and 2018
* Passed all the hotel soft metrics score ( guest love, problem handling, loyalty recognition ) for the first time on 2017

**Crowne Plaza Jakarta**

Position Held : Front Office Manager

Date : April 2016 – December 2016

Description : The Hotel has 356 rooms, 3 F&B Outlet, 6 Meeting room and 1 Ballroom

Achievement :

* Best Improvement Guest Love score for South East Asia
* Handle Quality and Continuous Improvement Manager
* Directly overseeing Security Department

**Crowne Plaza Jakarta**

Position Held : Assistant Front Office Manager ( Acting Front Office Manager )

Date : January 2015 – March 2016

Job Description :

* Reporting to Assistant Director of Rooms
* Directly overseeing the Front Office operations ( Front Desk, Guest Relation, Concierge, Operator, Club, Business centre - over 60 staff )
* Assisted the hotel GOP by delivered a better staffing cost control by reduced 10 Front Office department staff to be more effective by change the operational structural
* Oversaw hotel refurbishment and handle the negative comment from the guest

**Four Seasons Hotel Jakarta**

Position Held : Hotel Assistant Manager

Date : March 2012 – December 2014

Description : The Hotel is 320 Rooms and 234 Private Residence, 1 Ballroom, 10 meeting room,

8 F&B Outlets

Achievement :

* The best Improvement Guest Satisfaction Medalia score for Asia Pacific
* Improved to be #3 The best hotel in Jakarta on Trip Advisor
* Handled the hotel closed down for renovation on December 2014

**The Seminyak Beach Resort, Bali**

Position Held : Duty Manager

Date : December 2010 –March 2012

Description : The Resort has 96 Rooms and Suites and 11 Villas, 1 meeting room, 1 wedding

Chapel and 3 F&B outlet

Achievement :

* Prepared the Pre opening team from SOP and flow of service
* Training for all front liner team for SOP and Property Management System

**Conrad Bali Resort and Spa**

Position Held : Guest Relation Officer

Date : April 2007 – December 2010

Description : The Resort has 300 Rooms and 50 Suites, 6 F&B outlet, 3 wedding area,

Ballroom and 3 meeting room

Achievement :

* Top upseller for 3 month
* High potential talent for Conrad Bali

Job Description :

* Handle arrivals and departures, as well as in-room check-in for VIPs
* Handle complaints and communicate them to the management to follow-up
* Conduct credit check and filing all guest profile and forms
* Top up-seller for September and December 2007

**One and Only Royal Mirage Dubai**

Position Held : Bellman

Date : December 2004 – March 2007

Description : The Resort is 437 Rooms and 51 Villas, 10 F&B outlet, 1 Ballroom, 6 meeting

Rooms

Job Description :

* Handle arrivals and departures, escort guests to their rooms and explain about room and hotel facilities
* Handle group luggage and arrival arrangements
* Assist guests with their belongings
* Conduct hotel tours for inquiries and travel agents

**Novotel Apollo Singapore**

Position Held : Supervisory Field Training

Date : April - September 2003

Description : The hotel has 488 Rooms

* Had a training as a room boy, housekeeping public area and supervisory level
* Had a cross training in Banquet Department

**SKILLS**

English both in written and oral

MS Windows, Opera, Micros and Fidelio System

**REFERENCE**

Mr. Dwi Antara Assistant Executive Manager The Seminyak Beach Resorts, Bali

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Mr. I Made Rajendra Front Office Manager Conrad Bali Resort and Spa, Bali

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Mr. I Made Subrata Executive Assistant Manager Sheraton Kuta, Bali

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