



Jenny Miranda Selva

Address: Perumahan Taman Yose Indah Blok C14 no 06,

Batu Besar, Nongsa, Kepri

Ph: +62-896 3176 865 Email: jejemirandaselva@gmail.com

PROFILE SUMMARY

I am majoring Room Division Management who is very enthusiastic, high curiosity, ability to Analysis, Fast learning and adaptable person. I am very passionate with Customer Service, Tourism, Hospitality, as well as having a big interest in Travelling, Photography and Videography. I Have achieved experience as a daily worker in several hotels and also been a Campus Ambassador.

HIGHLIGHTS

- | | |
|---------------------------------------|--|
| ➤ Room Divisions Management Knowledge | ➤ Interpersonal Skills |
| ➤ Hospitality Background | ➤ Ability to work independently or as part of a team |
| ➤ Able to Work Under pressure | ➤ Photography and Videography skills |
| ➤ Fast Learner & Hardworking | ➤ Public Speaking |
| ➤ Communication Skills | ➤ Organizational skills |

EDUCATION BACKGROUND

2019 – Present	BATAM TOURISM POLYTECHNIC	Room Division Management Diploma IV
2016 – 2019	SMK MANAGEMENT TRAINING SYSTEM BATAM	Vocational High School – Hospitality, Specializing Food and Beverage Services, Front Office and Housekeeping

INTERNSHIP & PROFESSIONAL EXPERIENCE

February 2023- Agustus 2023	BANYAN TREE BINTAN (5 STAR INTERNATIONAL RESORT) – Internship in Finance Department Assisting Finance Departement Daily Operational, : (Income Auditor) Make daily F&B Discount Reports,report credit card in excel, Input Data From Opera Miscellaneous Non Revenue/Ap Other ,Transfer Credit card (Accounting Receivable) -make Foreign and Indonesian Travel Agent Invoice -Checking and Updating payment Global Collect & E-Link Banyantree & Cassia Account Payable, General Cashier,Cost Audit/Receiving, General Accountant.
October 2021- March 2022	PT OCTAGON MULTI SARANA – Full Time Admin social media Manage Social Media account, Handling Customer including explanations, delivery and closing terms.
January 2021 – July 2021	APURVA KEMPINSKI BALI (5 STAR INTERNATIONAL RESORT) – Internship in Housekeeping Department Assisting Housekeeping Department Daily Operational, Make Up Room, Customer service, Order taker.
January 2020 – January 2021	INSTITUT TEKNOLOGI BATAM – Full Time Sales and Marketing Support Handling Administrations, Explanation to Customer by offline and online, Photography, involving in Schools roadshows, Exhibitions and Touring Campus.
September 2018 – August 2019	DYNACAST CO, LTD – Admin and Receptionist, Operator Handling Administrations and front desk, input data and organizing document, guest and expatriate inquiry
January 2017 - March 2017	Nongsa Point Marina & Resort – Internship in F&B Service & Housekeeping Assisting F&B Service and Housekeeping in Daily Operational such as waitress, Bartender and Room Attendant

2016-2018	Daily Worker in FB Service <i>in various Hotel Kinema Town Batam, SwissBell Harbour Bay Hotel Batam, Aston Hotel Batam, GGI Hotel Batam, Nagoya Plasa Batam.</i>
-----------	--

WORKSHOP OR COURSES		
---------------------	--	--

2022	VOICE OVER CHALLENGE CAMPUS BROADCASTINGEXPO 2022	DNK TV
2019	HOSPITALITY DEVELOPMENT PROGRAM 2019 from Batam Tourism Polytechnic	Batam Tourism Polytechnic
Oct 2018 – 21 Jan 2019	ENGLISH CONVERSATION COURSES LEVEL 2	Global Excellent Education Centre

PARTICIPATIONS AND ACHIEVEMENTS		
---------------------------------	--	--

2022	Committee Involved as Publication ProgramHospitality Development Program 2022	Batam Tourism Polytechnic
2022	Committee involve as Head of Program Room Division Management Awards Revival 2022	Batam Tourism Polytechnic
2019 - 2021	Active Member of Room Division ManagementStudent Internal Organization (HIMADIKA)	Batam Tourism Polytechnic
2022	Active Member Earth Safety Valve	Earth Safety Valve
2022	Webinar Healthy Lifestyle “ Sleep Is Part Of BeingHealthy Too”	Universitas Atma Jaya
2021	Optimize Your Bussines Content Marketing	Google / Gapura Digital
2020	Webinar DKV “ Oppurtunities & Game CreativeIndustry in New Normal Culture”	Institut Teknologi Batam
2019	Workshop Public Speaking Era Millenial 4.0	Vitka Learning Centre
2017	Participation trainee about “How be YoungEntrepreneurship and Self Motivated “	Dinas Kepemudaan dan Olahraga Provinsi Kepulauan Riau

INTERESTS

- Passionate in Skill Communication and Front Office
- Actively speaking as announcer in various events (offline and online)
- Passion in Travelling, Photography and Videography
- Learning other culture from different country

REFERENCES

Nensi Lapotulo, M.M.Par.

Head of Study Program Room Division Management, Batam Tourism Polytechnic (BTP)

E-mail: in.nen104@gmail.com

Whatsapp: +62 852-6426-7002

Anita Ng, Ms

Marketing Communication Manager & Lecturer, Yayasan Vitka

E-mail: anita@yayasanvitka.id

Whatsapp: +62 878-7716-938

