



Jenny Miranda Selva

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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

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| ➤ 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 – Now 2024	Sales And Marketing Specialist – Full Time Handling Event, Customer, Touring Campus, New Collage student, Roadshow, Edufair, Administration (PR, Event Order etc), Schedule Plan, konsep for event, Content Creator and also content plan (Sometimes)
Desember 2023- January 2024	BAWAH RESERVE, ANAMBAS (5 STAR INTERNATIONAL RESORT) – Daily Worker Food & Beverage Service Department Assisting a server, runner, sometimes in charge Bartender Food & Beverage Service
February 2023- Agustus 2023	BANYAN TREE BINTAN (5 STAR INTERNATIONAL RESORT) – Internship in Finance Department Assisting Finance Department 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 Banyan tree & 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.
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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 in various Hotel Kinema Town Batam, SwissBell Harbour Bay Hotel Batam, Aston Hotel Batam, GGI Hotel Batam, Nagoya Plasa Batam.

WORKSHOP OR COURSES		
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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		
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2022	Committee Involved as Publication Program Hospitality 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 Management Student Internal Organization (HIMADIKA)	Batam Tourism Polytechnic
2022	Active Member Earth Safety Valve	Earth Safety Valve
2022	Webinar Healthy Lifestyle “ Sleep Is Part Of Being Healthy Too”	Universitas Atma Jaya
2021	Optimize Your Bussines Content Marketing	Google / Gapura Digital
2020	Webinar DKV “ Oppurtunities & Game Creative Industry in New Normal Culture”	Institut Teknologi Batam
2019	Workshop Public Speaking Era Millenial 4.0	Vitka Learning Centre
2017	Participation trainee about “How be Young Entrepreneurship 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)

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