

# Rizky Bagas Saputra

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Temanggung, Central Java

## Summary

I am a highly motivated and skilled professional with a passion for the hospitality field, especially customer service. With 1 year of experience in my work as a front desk agent and also as a night auditor, I have developed a strong foundation in meeting guests, resolving guest issues, and communicating with guests.

As I continue to grow professionally, I am excited to contribute my expertise and make a meaningful impact on customer service. I am confident in my ability to fulfill customer satisfaction, and I look forward to leveraging my skills to drive success and achieve mutual growth.

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## Experience

### Customer Service English

PT. Konvergensi Mitra Solusi • Yogyakarta

08/2023 - Present

- Assist customers through email, and chat, addressing their inquiries and resolving issues quickly.
- Diagnose customer problems and provide effective solutions to enhance satisfaction.
- Stay informed about products and services to educate customers accurately.
- Record customer interactions and gather feedback to help improve service quality.
- Work closely with team members and other departments to streamline processes and improve overall customer experience.
- Build and maintain strong relationships with customers, fostering loyalty and repeat business.

### Night Auditor/Front Desk Agent

Stadio Hotel Yogyakarta • Yogyakarta, Yogyakarta

02/2023 - 05/2023

- Manage night audit processes, including financial data examination and analysis, verifying report accuracy, and identifying and reporting discrepancies or inconsistencies
- Collaborate with related departments, such as Front Office and Finance, to ensure data consistency and effective communication of findings and critical issues.
- Perform well under pressure and handle complex situations while maintaining high alertness during night shifts.

### Front Desk Agent

Le Krasak Boutique Hotel • Yogyakarta, Yogyakarta

08/2022 - 12/2022

- 3 Month of solid experience as a Front Desk Agent , with expertise in providing friendly customer service, checking-in/checking-out guests, and handling guest special requests.
- Approach guests with friendliness and courtesy, ensuring their stay experience is enjoyable and memorable, regardless of their background.
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### Housekeeping/Front Desk Agent

Nareswari Guesthouse • Magelang, Central Java

04/2020 - 04/2021

- Clear and effective communication skills in welcoming hotel guests, answering inquiries, and providing information about hotel facilities and available services.
- Efficiently manage and resolve guest issues with a high level of satisfaction, including complaints, special requests, or technical issues related to rooms or facilities.
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## Skills

Customer service, Customer service, Communication skills, Computer literacy, Time management, Editing, Technology Management

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## Education

### Sistem Informasi

Universitas Bina Sarana Informatika • Yogyakarta, Yogyakarta  
03/2024

- Received academic scholarships or awards in recognition of outstanding performance in Information Systems studies.
- Actively engaged in extracurricular activities, such as Information Systems clubs or associations, and held leadership positions.
- Participated in internships or work placements related to Information Systems, gaining hands-on experience in real-world applications.

### Multimedia

SMK Muhammadiyah 1 Temanggung • Temanggung, Central Java  
03/2020

- Presented multimedia projects or creative work at academic conferences or exhibitions.
  - Received positive feedback or recognition from professors or mentors for contributions to class projects or discussions in multimedia courses.
  - Participated in internships or work placements in multimedia-related companies, gaining practical experience in the field.
  - Won 1st place in the 3D Animation competition held by the Education Government
  - Won 3rd place in a Film competition held by the Ministry of Communication and Information of the Republic of Indonesia
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## Certificates

Introduction to e-Business and Internet Marketing