

## **FELICIA WIRAHARDJA**

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### **Professional Objective**

I am currently undertaking my Master's Degree in International Hotel Management at the Blue Mountains International Hotel School, Sydney campus. I am passionate about the hospitality industry and want to build a career in the industry. I have always been able to produce excellent results in the work and school environment while studying and working at the same time.

### **Key Skills**

- Excellent communication skills
- Strong customer service skills
- Self-motivated, high level of determination
- Strong problem-solving and time-management skills
- Proficient in Opera
- Proficient in Resaweb
- Proficient in Micros System
- Proficient in Microsoft Office
- Multi-line switchboards

### **Career Achievements**

- Excellent Customer Service Award for exceptional customer satisfaction at Merriam School of Music; returning client base has been over 90%
- During my internship at Pareto Direct Sales Force in Toronto, Canada, I was promoted by a manager to do the duties of a permanent employee despite the temporary character of the job
- 4 years experience working with a team and developed effective team management skills as well as excellent drive to achieve our goals

### **Education**

**Masters Degree in International Hotel Management** **Oct 2013 - Current**  
Blue Mountains International Hotel Management School, Sydney

**Sport and Event Marketing Post-Graduate** **Dec 2013 - Jan 2014**  
George Brown College, Toronto, Canada

**Bachelor of Music and Arts (with Honors)** **Sept 2008 - May 2012**  
Humber Institute of Technology & Advanced Learning, Toronto, Canada

### **Professional Experience**

**Front Office One Touch Agent, Full Time** **May 2014- current**  
**Sofitel Sydney Wentworth, Sydney, Australia**

- Greeted all guests in a courteous and professional manner
- Efficiently and professionally delivered requested items to guests to provide Total Customer Satisfaction
- Trained and developed co-workers in One Touch role in detailed manner
- Fostered strong working relationships with all hotel departments
- Secured bookings and upgrades on Resaweb and Opera

**Junior Direct Sales Force Client Coordinator, Internship**

**Pareto Direct Sales Force, Toronto, Canada,**

**Jan 2013 – Aug 2013**

- Arranged multiple locations for clients and sales representatives
- Designed weekly reports for agency and clients
- Organized annual Direct Sales Force Rally Conference for 250 employees

**Private piano/woodwind Teacher and Camp Counselor**

**Merriam Music, Oakville, Canada**

**Sept 2009 – Aug 2013**

- Directed parent-teacher interviews every three months
- Developed and executed music lessons and week-long music camp program
- Organized and hosted student recitals

**Food and Beverage Team Leader, Part-time**

**Extreme Pita, Mississauga, Canada**

**Mar 2006 – Apr 2007**

- Lead team of 2-3 sales staff
- Developed great listening skills to provide excellent customer service
- Managed great customer service in fast-paced food service atmosphere
- As keyholder, responsible for opening and closing cash register

**Volunteer Experience**

**Volunteer Staff**

**International Panel of Experts Forum (IPoE) Conference, Sydney    Nov 6 - 8, 2013**

- Handled a Food and Beverage staff role; Welcomed all delegates and participants
- In charge of set-up of venue and serving food and beverages
- Served as runner for special guests and speakers

**Vice President**

**Youth Group (Toronto Indonesian Catholic Community)**

**Sept 2010 – Aug 2013**

- Managed and organized multiple projects; from overnight retreats, to banquets
- Leader of budgets of all events throughout the year
- Kept detailed record of budgets and expenditures for committee
- Developed projects that increased participation and awareness by 70%

**References**

Rumiko Sokolowski - Director of HR  
Merriam School of Music  
[rsokolowski@merriammusic.com](mailto:rsokolowski@merriammusic.com)

Ellen Collins – One Touch Supervisor  
Sofitel Sydney Wentworth  
[h3665-co@sofitel.com](mailto:h3665-co@sofitel.com)