**CURRICULUM VITAE**



**Personal Details**

Name : Agis Fandira

Sex : Male

Place & Date of Birth : Karang Subagan, August 23rd 1991

Nationality : Indonesian

Marital Status : Single

Religion : Muslim

Current Address : Dusun Karang Subagan, Desa Pemenang Barat,

Kecamatan Pemenang, Lombok Utara – NTB

Latest Education : Senior High School

Mobile Number : 081239721505

Email : fandira.agis@gmail.com

**Working Experience**

* January 13th 2014 to January 8th 2015 : Nagisa Bali Property Management and Luxury Villa Rental ( www.nagisa-bali.com ) based in Jalan Nakula Timur No. 5i Seminyak as Reservation and Marketing.

**Job Description**

1. Handle Reservation from direct guest or travel agency
2. Reply email inquiry
3. Update booking calendar online and offline
4. Maintain Siteminder
5. Create Discount or special on booking.com and expedia property listing
6. Follow up wedding inquiry
7. Answer the incoming call
8. Guest Greeting in Villa
9. Organize airport pick up and drop off also day tour
10. Handle for special guest request
11. Forwarding information to each villa manager regarding guest details & Special guest request.
12. Complaint handling
13. Update villa rate , pictures and description on Vacation Rental site
14. Invoicing and Follow up guest payment
15. Telemarketing and skype marketing
16. Update and maintain the Villa allotment on Book n Pay instant booking
17. Accompany the General Manager for sales call and make the sales call report
18. Guest database report
19. Prepare the cash out payment form
20. Maintaining Nagisa Bali Facebook, Twitter and Instagram account

* December 1st 2012 to December 31st 2013 : Scallywags Resort Gili Trawangan – Lombok ( www.scallywagsresorts.com ) as a Receptionist, Reservation and Front Office Cashier

**Job Description**

1. Handle Guest check in and check out
2. Handle guest payment
3. Answering email inquiry
4. Complaint handling
5. Prepare face towel for the check in guest
6. Explain room facilities and resort regulation for every check in guest
7. Tidy up Receptionist area
8. Organize fast boat also the horse cart pick up and drop off for the guest from or to Gili Trawangan Harbor ( Based on request )
9. Updating booking calendar
10. Organize airport pick up and speed boat arrangement
11. Handle for Air Bali helicopter booking ( Gili – Bali flight and Joy flight )
12. Organize boat shuttle Gili Trawangan – Gili Air or vice versa
13. Prepare cashier report
14. Answer the telephone
15. Forward guest in house information to each department

* November 23rd 2010 to November 30th 2012 : The Trawangan Resort Gili Trawangan – Lombok ( www.thetrawanganresort.com ) as a Receptionist, Reservation and Front Office Cashier
* October 1st 2009 to October 31st 2010 : Worked at UPTD Dikbudpora KecamatanPemenang – Lombok Utara as an Administrator.

**Educational Background**

* 1997 – 2003 : Elementary School at SDN 9 Pemenang – Lombok
* 2003 – 2006 : Junior High School at SMPN 2 Tanjung – Lombok
* 2006 – 2009 : Senior High School at SMAN 1 Tanjung – Lombok

**Qualifications**

* Fluent in English ( Written and spoken )
* Computer Literate ( Ms. Word, Ms. Excel, Ms. Outlook )
* Internet Literate
* Familiar with Virtual Hotel Integrated System ( VHIS or PROBUS System ) & Oasis
* OTA Knowledge ( Booking.com, Expedia, Agoda, Wotif, Traveloka and Asia Rooms )
* Vacation Rental Knowledge ( Air BNB, Travelmob, Flipkey, Holiday Lettings )
* Site Minder Knowledge
* Guest handling ( Check In, out, payment, special request and arrangement )

**Achievement & Award**

* Excellence Award on January 7th 2011 at The Trawangan Resort – Gili Trawangan
* Best Employee of The Year 2011 at The Trawangan Resort – Gili Trawangan
* Best New Member 2014 at Nagisa Bali Property and Luxury Villa Rental - Seminyak