|  |
| --- |
| Curriculum Vitae |
| my grey style |
| **Personal information** |
| Name | Tussia Melviani |
| Address | * Jl. Anggrek Cendrawasih Blok J No. 64, Slipi, Palmerah, Jakarta Barat
* Telaga Kahuripan, Bukit Indraprasta Blok D2/2, Jl. Raya Parung-Bogor, Bogor
 |
| Telephone | Mobile: 08777 000 8089  | Home : 0251 – 861 8964 |  |
| E-mail | tmelvn@gmail.com |
| Nationality | Indonesian |
| Date of birth | Jakarta, 13 October 1973 |
| Gender |  Female |
| Graduation/Education | Tarakanita Secretarial Academy in 1997 |
| Marital Status | Single |

|  |
| --- |
| **Work Experience** |

|  |  |
| --- | --- |
|  Year | 2013  |
| Occupation or position held | Secretary to Sales Department  |
| Main activities and responsibilities | * Checking rooms, stuffs, magazines, newspapers, name cards, booklets of Tugu Malang hotel, booklets of Tugu Bali hotel, booklets of Tugu Lombok hotel, brochures of Tugu hotels group outlets, brochures of Lara Djonggrang history for daily report
* Escort, welcoming and touring guests for restaurant rooms and as narrator/MC/story telling about its histories
* Record reservation guests and forward to reservation department
* Handling all matters via emails regarding to event and reservation and sales, set menus of food and drinks of Lara Djonggrang restaurant & La Bihzad bar and lounge; Guarantee Letter (or via fax). Make and print BEO (Banquet Event Order – inter departmental memos) to 4 Departments: Reservation, Kitchen, Bar and Sales for order food and drink based on Client’s Guarantee Letter (GL) and/or direct food and drink order
* Cooperation with Reservation Department – day to day basis about all matters regarding

Reservation and all its needs* Daily report; Maintain, follow up, communicate with clients, up date all kind and matters of daily activities in Lara Djonggrang restaurant & La Bihzad bar and lounge
* Collect data from guests about Lara Djonggrang services and food and drink for raising the rank at Trip Advisor and NOW Jakarta (Public Assessment)
* Coordinate with all restaurants and hotels in management activities at Tugu Hotels Group
* Help Front Desk / Reservation Department and also as GRO (Guest Relation Officer)

with schedule 10.00 AM – 13.00 PM daily office hours from Monday to Saturday |
| Name and address of employer | Lara Djonggrang Restaurant & La Bihzad bar and lounge (Tugu Hotels Group), Jakarta |
| Type of business or sector | Imperial Culinary of Indonesia Heritages& Hospitality |

|  |  |
| --- | --- |
|  Year | 2013  |
| Occupation or position held | Office Manager  |
| Main activities and responsibilities | * Responsible for daily activities and daily finance report (sales income and expenses and its balance) and employees’ duties
* Receiving phone calls and notification especially for order
* Maintain relationship with customers and its database and account new customers and its database
* Responsible for office physical condition and situation (bottles, entire room, chairs, bags, receipts, books, promotion stuffs)
* Responsible for payments/bills (telephone, water gallon), monthly payment (room rental)
* Company development programmes and progresses – internal and external (short plan, mid plan and long term plan)
* Responsible for the employees: driver, cashier and GRO/SPG – supervising and their daily report of duties
* Cooperation with other party

Example : proposal to Harley Davidson to be their supplier of wine, beers and spirits especially when they hold the party, etc* Handling documents: government, licenses, letters, etc.
 |
| Name and address of employer | Mambo Bodega – Wines, Spirits and Beers, Jakarta |
| Type of business or sector | Importer, supplier and reseller |
| Year | 2012 - 2013  |
| Occupation or position held | Business Development  |
| Main activities and responsibilities | * Handling franchise school branches all over Indonesia: maintaining and developing schools for Pre-School (Class level for Toddler, Nursery, Kindergarten and Preparation)

and Tutoring (Class level from Kindergarten to Senior High School for all Subjects) and Courses (TOEFL, IELTS, Business English for adults and workers; English for moms)* Visit franchise school branches – meeting and report vice versa (headquarter and branches);
* Headquarter gives the input for branches and help branches in developing its school such giving them brochures, posters (also help in spreading brochures), marketing steps guidance, registration and explanation guidance and its simulations
* Branches give data/information report to Headquarter per month and per six months
* Collect and Keep data/information from branches direct (by visitation)

and indirect (by post)* Making plan for per - month, per - 3 month, per – 6 month in all area and detail such:
* How to get students
* Cooperation with Universities in providing teachers
* Arrange MOUs
* Supervise school logistics for order and delivery such books, uniforms, letters-documents, etc.
* Design the uniforms for teachers at Headquarter
 |
| Name and address of employer | Saint Anna School / Saint Anna Education Centre, Jakarta |
| Type of business or sector | Education |

|  |  |
| --- | --- |
| Year | 2012  |
| Occupation or position held | Freelance as RSVP/Person In Charge in 1 month project in October |
| Main activities and responsibilities | Handle all invitations through print, email and facsimile and all their follow up of the attendance for 25th Anniversary of LARAS Magazine – Discover Local and Global Living Trend; the Architectural Magazine; at Kempinski Hotel Jakarta on 17 October 2012, attended by Ambassador and Ministers as VVIP and broadcasted in Metro TV. (*my name printed in the invitation as RSVP*) |

|  |  |
| --- | --- |
| Year | 2012  |
| Occupation or position held | I handle 6-7 positions as:Secretary, Customer/Public Relation, HRD, Marketing, Finance (Cashier & Petty Cash) , Spare-parts, Office Supervisor overall |
| Main activities and responsibilities | * Secretarial duties:

 Telephone calls, letters incoming and outgoing, arranging meeting, filing, documents issues,  daily report for overall activities to owner* Customer/Public Relation:

- Customer car services directly and information by phone – from entrance until take away.- Customer database up-date* HRD:

Employees absence, salary (monthly and weekly allowance), supervising mechanics and security – interactive (work, individual/private - matters and its solutions)* Marketing/Sales:

Brochures, designed office banners, build company cooperation * Spare-parts and vendors:

Spare-parts purchasing for direct application and stock, comparison prices.* Finance : Cashier and Petty Cash:

All kind of office payments (banking debit machine);Monthly : water, electrical and telephoneWeekly : bills from vendorsDaily : office expenses;  Income (Omset) and outcome*All reports* * Office Supervisor overall:

 Supervising base transmitter towers at office building rooftop area with office security –  handling its tenants – agreement and cooperation issues  |
| Name and address of employer | PT Victory Pelangi Pitstop, Bogor, East Java |
| Type of business or sector | Automotive/Car Specialist – Workshop & Sales Spare-parts |

|  |  |
| --- | --- |
| Year | 2010 - 2011 |
| Occupation or position held | Expedition Coordinator |
| Main activities and responsibilities | * Responsible for trekking and mountaineering activities, ensure all safety.
* Establish the whole ecotourism program for yearly, monthly and weekly.
* Communication, contact direct and indirect with expatriate clients in arranging schedule for trekking, hiking (mountaineering), camping, diving, snorkeling, hotels, guides, porters, menus, routes, weather, situation in field, altitude, condition of paths; advice.
* Administrator also secretarial duties such correspondence mostly in e-mail with clients, registration and listing in group of schedules (such as trekking or mountaineering, one day or half day trek, etc.) receiving and dialing calls, office operational activities and needs (payments, documentation, etc.); handling clients payments and acknowledgment; handling immigrations documents for superior and expatriate guides (KITAS); reminding clients for schedule, other dealings.

Arranging cash, tools /stuffs for journey and all needs.Meeting plan and all preparation before due date of journey,Meeting report after journey for overall and make analysis.Report in daily or weekly for overall journeys.Reservation for airlines, hotels, transportation, payment.Check client’s readiness considering their health and physical condition, advice for the best schedule for participants according their health and condition, discussion and decision made when in the whole expedition team meeting.* Remind head guide (act also as director), technical guide, local guides, porters and all preparations far before due date of mountaineering and trekking.
* As Field Coordinator to prepare camps, tends, check routes, stuffs and tools and all its needs(such as: toilet, tissues, water gallon), transportation, snack, mapping, etc in details.

Check and coordinate with doctor’s schedule available, hospital, emergency safety tool kit/box, ambulance near the trekking and mountaineering activities, health insurance, contact with health insurance.* Marketing and responsible as participants in exhibitions.
* Meeting with clients.
* Browsing and contact with person in charge for all information of weather (BMKG).
* Escort expatriate clients in trekking.
* Making the itinerary trip/journey.
 |
| Name and address of employer | * On Behalf of Expatriate Communities in Indonesia and Worldwide (2011), Jakarta
* idGuides – Indonesia expedition guides (2010), Jakarta
 |
| Type of business or sector | * Green Eco Tourism (2011)
* Mountain & trekking guides service based on UK mountain leadership training scheme protocols and sustainable development practices (2010)
 |

|  |  |
| --- | --- |
| Year | 2008 – 2009 |
| Occupation or position held | Executive Secretary to President Director & Board Directors, office assistance support to branch offices |
| Main activities and responsibilities | * + Handling the Board Directors, President Directors, Operational Department and official assistant entirely duties
	+ Handling the company guests, official Directors and official Officers from branch offices (Balikpapan and Tarakan – East Kalimantan) for hotel accommodation (transportation), tickets domestic and international (sometimes directly action for welcoming guests and hotel administration) also for company’s international and domestic guests and geologists for visiting the mining area
	+ Handling legal aspect documents such:
* Agreements for: Cooperation / Steam Coal Sales and Purchase / Contracts / ManganeseOre supplying / Mining cooperation
* Follow up the progress of Mining documents such :

Mining material data lab / coordinates and map / breakdown for supplying crusher and conveyor / local region government permission for jetty/port for operational / local region government permission for jetty/port of loading / report of stockpile near the jetty/port / report for land or field deliverance for production, building the street or hauling from mining location to stockpile / legal permission for transportation and seller/drilling data / Government legal permission for Authority Mining of Exploitation / report of Exploration study for drilling, survey and calculation / Government legal permission for Authority Mining of Exploration / Government legal permission for Transportations and Selling and all other legal aspect for mining such documents from regional government* + Handling the secretarial tasks and duties and its progress of: correspondences, incoming/outgoing letters, filing, incoming/outgoing calls, faxes and delivery shipping letters/documents to branch offices, distributing internal memos/documents
	+ Office assistance such as mediator between bank and official finance department
	+ Handling internal branch offices employees issues, up-date information, etc.
	+ Office meeting and its minutes of meeting, on behalf to meet company guests during the absence of superiors
	+ Arrange office meeting internal and external for local/international company’s guests (by phones, faxes, emails)
	+ Managing the office messenger and driver for daily office activities
	+ Support the subordinates in trading such as LOI (letter of Intent) and FCO (Full Corporate Offer); other business such as barge, bunker, solar industry, dump truck rent and buy, H-Beam iron, Asphalt; follow up the progress
	+ Documents translation
 |
| Name and address of employer | PT Wira Esa Lintas Luhur, Jakarta |
| Type of business sector | Mining company (Coal, Manganese Ore, Iron Ore and Galena Ore and Trading) |

|  |  |
| --- | --- |
|  Year | 2006 – 2008 |
|  | * + MC (Master of Ceremony) at Ritz-Carlton hotel Jakarta in November 2008; Seminar Panel Discussion titled “New Indonesia and Urgent Application Concept of Archipelago State” by Archipelago Solidarity (ARSO) Foundation arranged by National Party PembaruanBangsa in proposal of enrichment, development and cooperation in political area also economy, social, culture and defense; specially among the maritime / archipelago countries ; attended by delegations from embassies of archipelago/maritime countries and other organizations.
	+ Running small home family shop “Lanno Collections”.
	+ Marketing freelance at Almerdo Queen tour & travel, Bogor.
	+ Personal Assistant for individual mediator as third party for tenders by Talisman OK – Oil and Gas Company and its second party.
	+ Personal Assistant for individual MLM vendor of EASECOX products (from Japan, US, Europe and Middle East).
 |
| Type of business or sector |  Individual/Independent activities, Jakarta |
|  |  |
| Year |  2000 – 2006 |
| Occupation or position held |  Secretary / administration / assistant |
| Main activities and responsibilities | * + Handling the MPA seminars, training and meeting, liaise with government institutions (DGIPR, Customs department)
	+ Handling the Court evidence documents various from local and abroad institutions, government departments
	+ Handling the Intellectual Property Rights (IPR) documents in bundles for opposing various Trademarks from local and abroad from various business sector both company and individual
	+ Handling the secretarial tasks and duties of: correspondences, incoming. Outgoing letters, filing, incoming/outgoing calls, delivery and shipping letters/documents to local or abroad (for case of MPA; sending almost 100 letters in every 3 month (quartile) as database recorded for report), making supervisors agenda/schedule, internal memos (personal), interdepartmental and its distributing
	+ Handling shipment/delivery also follow up/tracing its progress for local/international documents for client or branch office abroad
	+ Handling/supervising the progress of the announcement of client’s Trademark brand from the proposal/rough material until ready to be announced in printed media
	+ Memos/documents/letters, photocopying and collecting documents from various sources for opposing various Trademarks to be submitted to Directorate General of Intellectual Property Right (DGIPR), input database of supervisors’ computerization time recording, typing various documents of various cases of proofs for each of cases’ deadlines
	+ Assisting the expatriate subordinates in dealing their personal matters
	+ Finding and replacing documents from and to storeroom sometimes also supervising the office boy in handling/arranging the documents in storeroom
	+ Sometimes handling urgent out of office cases (embassy/expatriate matters)
 |
| Name and address of employer |  Rouse & Co. International/Suryomurcito& Co., Jakarta |
| Type of business sector |  Consultant of Law Office, Patent and Design, Intellectual Property Rights (IPR) –  Motion Picture Association (MPA) Indonesia representative in legal aspects |

|  |  |
| --- | --- |
| Year |  1999 - 2000 |
| Occupation or position held |  Secretary / administration to Finance Department |
| Main activities and responsibilities | * + Handling the secretarial/administration tasks and duties of : correspondences (most for banking correspondences in the interest of tenders), incoming/outgoing letters, filing, incoming/outgoing calls, delivery and shipping letters/documents to local or abroad institutions, making supervisors agenda/schedule, internal memos (personal), interdepartmental and distributing memos/letters/documents
	+ Handling Tenders
 |
| Name and address of employer |  Astra Graphia Information Technology, Jakarta |
| Type of business sector |  A Technology Information company under Astra International Tbk. (Jakarta) |

|  |  |
| --- | --- |
| Year |  1998 - 1999 |
| Occupation or position held |  Secretary / administration to Creative Director & Creative Department |
| Main activities and responsibilities | * + Handling the secretarial/administration tasks and duties of : correspondences (most for banking correspondences in the interest of tenders), incoming/outgoing letters, filing, incoming/outgoing calls, delivery and shipping letters/documents to local or abroad institutions, making supervisors agenda/schedule, internal memos (personal), interdepartmental and distributing memos/letters/documents
	+ Supervise, deliver and report the process and progress of advertisement materials from Creative Department to Creative Director to computerized Design Graphic Department until the materials are ready to submit to Account Executive Department to be presented to the Client as Client’s project.
 |
| Name and address of employer |  Grafik McCann Erikson (PT. Tiara Alam Grafika), Jakarta |
| Type of business sector |  Advertising Company |

|  |  |
| --- | --- |
| Year |  1997 - 1998 |
| Occupation or position held |  Secretary to Sales Department |
| Main activities and responsibilities | * + Handling the secretarial tasks and duties of: correspondences, incoming/outgoing letters, filing, incoming/outgoing calls, delivery and shipping letters/documents to local or abroad institutions
	+ Handling the delivery/shipment of documents, booklets, sample of drugs to doctors in all area of Indonesia especially to the members of IDI (IkatanDokterIndonesia – Indonesian Physician Association)
	+ Handling the distribution of financial book report to office finance department according to incoming/outgoing payment details
	+ Assisting the senior secretary
 |
| Name and address of employer |  Pfizer IndonesiaTbk., Jakarta |
| Type of business sector |  Pharmaceutical Company |

|  |  |
| --- | --- |
|  Objectives  |  commitment; strong sense of responsibility; good adaptation; autodidact; trustable and fast  learner |
| Mother tongue | Bahasa |
| Other language | English  |
| Self-assessment |  | Understanding | Speaking | Writing |
|  |  | Listening | Reading | Spoken interaction | Spoken production | good |
|  |  | good | good | good | good |
| Training/ Seminar/ Course competences | * Tax Seminar by Department of Taxation of Indonesia,Jakarta, 2005
* Office system computerization (in-house training) at Jakarta, 2004
* MPA Associate with Directorate General for Intellectual Property & Human Rights and BSA (Business Strategic Alliance) Company, Jakarta, 2003
* Secretarial duties and management seminar at Mulia Hotel, Jakarta, 2003
* CRISP Learning (in-house training) Jakarta, 2001
* Table Manner course at President Hotel, Jakarta, 1997
 |
| Computer skills and competences | Microsoft Office – Microsoft Excel, Words and Power Point |
| Interest in | Reading (National Geographic, Discovery Channels, News, etc.), Swimming and Travelling  |
| Driving license |  A (No. 7310 1324 0845) - car C (No. 7310 1324 0978) - motorcycle |