

# Selina Fita Reza



*Guest Service Representative | Mandarin Sales Executive  
Mandarin Guest Relation Officer | Sales & Marketing  
Hospitality & Retail*

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Denpasar Selatan, Bali, Indonesia  
80221

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## INFORMATION DETAILS

**Place of Birth** : Malang  
**Date of Birth** : 25 March 1993  
**Marital Status** : Married  
**Religion** : Moslem  
**Height/Weight** : 158cm/65kg  
**Blood Group** : B+

## EDUCATION BACKGROUND

**University of Brawijaya, Malang**  
**2018, Bachelor Degree**  
**Chinese Literature**  
**GPA : 3.07**

## TRAINING

**Nanjing Xiaozhuang University, Nanjing-China**  
**2015**  
**“Overseas Chinese Language and Culture Training”**

## TOP SKILLS

1. Bahasa Indonesia 9.5/10	4. Leadership	7. Problem Solving
2. English 8.5/10	5. Marketing	8. Attention To Details
3. Chinese 8.5/10	6. Critical & Analytical Thinking	9. Ms. Office

## WORK EXPERIENCES

**1. PT. MHG Indonesia – Bali** (September 2021 - now)  
**Anantara Vacation Club**

As a **Guest Service Representative (Marketing)**

Generate numbers of Marketing by new leads depending on the company's qualifications. Do generate numbers of Marketing by listed leads that have joined the program also. Handling some complaints in the hotel area especially for the program that's been our responsibility. Arrange some preview tours and manage what customers need featuring what's company regulation. Achieve individual targets and work in a team. Responsibility to

Marketing Manager and do the campaign as per role. Work with another department to reach the same goals.

**2. PT. VIVERE MULTI KREASI – Surabaya (February 2021 – July 2021)**

**Collection by VIVERE**

**As a *Product Consultant (Sales)***

Assist customers to find suitable furniture for their house by their needs. Do the cashier and administration. Do the daily report and promote the event due the marketing's event. Be responsible as personal consultant to the customer. Do selling, marketing and service on a daily basis regularly.

**3. PT. Karya Tangan Indah – Bali (November 2019 – April 2020)**

**John Hardy Jewelry**

**As a *Mandarin Sales Executive (Sales)***

Assist customers to find their perfect jewellery as per their interest. Well informed the customer about the company's program and event. Ability to be a customer's personal jewellery stylist due to sales and marketing goals. Do the cashier and administration of daily reports. Do the client telling to promote the event would be held on. Do selling, marketing and service on a daily basis regularly.

**4. PT. Aku Grosir Indonesia– Surabaya (January 2019 – August 2019)**

**Akulaku – Aku Grosir**

**As a *Finance (Back Office)***

Do check and verify the validity of all the invoice and billing. Completely prepare the invoice/receipt voucher. Coordination with other divisions. Developed and input all the financial transactions in the program. Pay to the suppliers or vendors and contact with internal or external parties related to the company's financial activities. Report the company's financial activities to the head department.

**5. PT. Dufrindo Internasional – Bali (May 2016 – August 2017)**

**DUFY**

**As a *Mandarin Guest Relation Officer (Marketing)***

Responsible for customer service for Chinese customers who enter the store. Responsible for customer service for Chinese tour leaders. Handle the registration for Chinese tour leaders. Well informed about the company's program and event to tour leaders. Ability to help translate the language at the store. Do selling, marketing and service on a daily basis regularly.