

GIYONO ASFARRASYID

6/32 Panji I • Panjen Maguwoharjo Sleman, Yogyakarta • Indonesia
55282 • Telephone: 62818270673
gyasfarrasyid@gmail.com



SUMMARY:

Exceptionally talented and resourceful translator and trainer or instructor and lecturer working at CTI Group USA Yogyakarta as Training Coordinator and Gadjah Mada University as an active lecturer of tourism studies for international undergraduate program and 2-years experiencing as Floor Manager for Carnival Cruise Lines during 7-years dedicating either as an assistant stateroom steward, laundry attendant and over five years in providing efficient and comprehensive knowledge of training and development with proper concept and system to suitably designing and providing materials, technique and method of teaching-learning process for hotel hospitality, housekeeping operation, laundry operation, working safety, environmental compliance, guest complaint handling trainings and practices while contributing to the enhancement of guest care, services, good environmental and qualified managerial condition in accordance with standard and operating procedure, college manual, and all principles as per USPH and Cost Guard and Environmental Compliance

Summary of Qualifications

- Associate Degree in Marketing of Economic Faculty, UGM Yogyakarta and teacher training institute with English concentration and Behavioral or Psychological-based knowledge of *Sanata Dharma* University Yogyakarta.
- 7-year experience of working in housekeeping beginning with the position of laundry attendant, assistant stateroom steward including 2 years experience as a floor supervisor for Carnival Cruise Lines
- 3-year experience as a Training & Development manager for CTI Group USA Yogyakarta as a training manager, English and hotel hospitality trainer for BSM, Java Ship, Pinisi, and Sun Marino Cruise Lines Training Center Yogyakarta, and eagerly providing especially in the competency based training development for preparing students as the candidates working on the cruise lines companies
- Good understanding and proficiency in psychological and competency-based training, assessment and evaluation and good practice in teaching technique and methodology
- Fluent in English, both oral and written as dedicating for English-Indonesian translating jobs and handling guest complaints for hotel hospitality industries
- Good interpersonal skills, able to demonstrate tact, diplomacy, and flexibility in consulting and communicating with diverse groups at all levels of the organization, including line management, vendors, employees, etc.
- Strong analytical thinking and good communication skill with all levels dedicating and supervising more than 25 nationalities working in a USA based-cruise lines company
- Attention to details and willing to work beyond office hours as and when required