



"Customer's accomplishments are our main achievement"

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References	<ol style="list-style-type: none">1. Richard L. Boustead - Boustead Consulting LLC 17101 23rd Place SW Seattle, WA USA phone 206 433 7549 email BousteadLLC@gmail.com2. Denny Herdian Ardiwinata - Channel Manager of Fonterra Brands Indonesia phone +62818998027 herdiand@gmail.com3. Adi Chandra - VP Marketing Manulife phone 62 815 953 9999 email adichandra@hotmail.com

Commercials Background

November 2008 – Present ITYSH Consulting LLC

Consultant

Client:

1. Kementrian UKM
Brand Management
Tasks:
General Training of Customers Service, Business Development, Brand Management and Marketing Strategies.
2. Rodalink – KGS Jakarta
Brand Management
Tasks:
Customer Service Training, Work culture awareness, Handling Complaint Training.
3. Hungry Daze Café - Surabaya
Tasks:
Restaurant Concept and development, Manual Book (Standard Operating procedure each departments), Menu Development, Training (Front liner, Productions, Back office, Human resources), Marketing (Projection Sales vs Return on Investment, Sales Forecast vs Marketing Strategies)
4. Lojai.com
Lojai.com is an online store for selling gadget, house hold equipment and tool, and jewelry.
Task:
Service standard and Service Excellent training.
5. Selaras Printing
Selaras is famous and prestigious printing company in Jakarta.
Task:
Service Excellent Training.

February 2007 – November 2009
PT Eatertainment International, Tbk

Post held:
Director of Marketing

Sept 2005 – Dec 2006
Ray White Bukit Darmo Golf Surabaya

Post held:
Property Consultant

June 2003 – August 2005
PT. Sativa Ria Cendana Surabaya

Post held:
Corporate Marketing Manager
Operation Manager

January 2002 – May 2003
Hyatt Regency Surabaya, Indonesia

Post Held:
Conference & Banqueting Manager

September 2000 – December 2001
**P.T Bina Sejahtera Perdana Surabaya,
Indonesia**

Post Held:
Marketing Manager

September 1997– October 2000
Radisson Hotel & Suites - Bali, Indonesia

Post held:
Banquet and Conference Manager

September 1995 – August 1997
**Sheraton Hotel & Towers Surabaya,
Indonesia**

Post held:
Banquet Manager

1988 – 1995

**Sheraton Hotel & Towers - Stockholm,
Sweden**

Post held:

Sous Chef Main Kitchen

Chef de Partie Bistro

Demi Chef Pastry

1987 – 1988

Dairy Queen Restaurant Jakarta, Indonesia

Post held:

Restaurant Supervisor

Education

- **1986–1987 National Hotel & Tourism Institute Bandung, Indonesia**
Diploma 3, - *Hotel Management* -
GRADUATED
- **1983 – 1984 National Hotel & Tourism Institute Bandung, Indonesia**
Diploma 2, - *Food & Beverage Management* -
GRADUATED
- **1981 – 1982 National Hotel & Tourism Institute Bandung, Indonesia**
Diploma 1 - *Pastry Bakery* - GRADUATED

Interest

- Travelling
- Reading
- Automotive
- Sports