

Jalan Nuansa Kerobokan B3
Kuta Utara - Badung
Bali - Indonesia 80361

Phone : 081 916 699 777
: 082 341 355 777
E-mail : hendrikaw999@gmail.com

HENDRIK ADI WIJAYA

Date of Birth : 10 March 1980

Religion : Buddhist

Languages : English & Indonesian

Marital Status : Married



QUALIFICATIONS

1987 - 1993 : SD Khatolik, Rogojampi Banyuwangi

1993 - 1996 : SMP Khatolik, Rogojampi Banyuwangi

1996 - 1999 : SMA Kristen Kalam Kudus, Malang Jatim

ADDITIONAL TRAININGS / ACTIVITIES

1998 English Course
Malang - Indonesia.

COMPUTER LITERATE

Under windows programs, such as:

- 1 Microsoft Office (Ms. Words, Ms. Excel, Ms. PowerPoint.)
- 2 Adobe Acrobat

EXPERIENCES

July 1999 - January 2000

Company : Sewu New York Life (Life Insurance) – Surabaya - Indonesia

Purpose : Permanent Employ

Position : Agent

Responsibility

1. Customize insurance programs to suit individual customers, often covering a variety of risks.
2. Develop marketing strategies to compete with other individuals or companies who sell insurance.
3. Ensure that policy requirements are fulfilled, including any necessary medical examinations and the completion of appropriate forms.
4. Explain features, advantages and disadvantages of various policies to promote sale of insurance plans.
5. Explain necessary bookkeeping requirements for customer to implement and provide group insurance program.
6. Inspect property, examining its general condition, type of construction, age, and other characteristics, to decide if it is a good insurance risk.
7. Interview prospective clients to obtain data about their financial resources and needs, the physical condition of the person or property to be insured, and to discuss any existing coverage.
8. Seek out new clients and develop clientele by networking to find new customers and generate lists of prospective clients.
9. Sell various types of insurance policies to businesses and individuals on behalf of insurance companies, including automobile, fire, life, property, medical and dental insurance or specialized policies such as marine, farm/crop, and medical malpractice.

May 2001 – February 2003

Company : Arby's Restaurant – Tulsa Oklahoma – United State

Purpose : Permanent Employ

Position : Assistant Manager

Responsibility

1. Responsible for assigned shift, assisting in overall management.
2. Supervise and coordinate assigned shift; pre-meal meeting conducted with

- staff daily.
3. Assist in overall supervision of the department.
 4. Check staff punctuality.
 5. Communicate with guests and receive feedback.
 6. Observe, teach, and correct staff's service..
 7. Examine food preparation.
 8. Handle any guest complaint.
 9. Monitor timing of guest experience.
 10. Spot check liquor pars.
 11. Order daily supplies.
 12. Follow up on established training steps.
 13. Handle guest comments and complaints.
 14. Ensure guest satisfaction.
 15. Stay on the floor during rush hours.

July 2005 – August 2010

Company : Warung Kita Restaurant, Ubud Gianyar - Indonesia

Purpose : Permanent Employ

Position : Assistant Manager

Responsibility

1. Responsible for assigned shift, assisting in overall management.
2. Supervise and coordinate assigned shift; pre-meal meeting conducted with staff daily.
3. Assist in overall supervision of the department.
4. Check staff punctuality.
5. Communicate with guests and receive feedback.
6. Observe, teach, and correct staff's service..
7. Examine food preparation.
8. Examine beverage presentation.
9. Handle any guest complaint.

July 2010 – January 2011

Company : CV. Esacom – Denpasar, Bali – Indonesia (Vendor XI)

Purpose : Permanent Employ

Position : Technician Supervisor

Responsibility

1. Perform a wide variety of general of xl towers maintenance repairs and services.
2. Schedule and complete the "Preventative Maintenance Program".
3. Coordinate special projects as directed by the Property Manager.
4. Set-up and install rectifier
5. Monitor and maintain all xl towers systems as assigned.
6. Responsible for alerting the Property Manager of any unusual occurrence and/or damage that have taken place or that may occur.
7. Responsible for the completion of all maintenance service requests as assigned.

April 2011 – July 2011

Company : Kia Mobil Indonesia

Purpose : Permanent Employ

Position : Marketing

Responsibility

1. Sell vehicles at referral locations and at special sales events
2. Offer and sell after-market products to car sales customers
3. Generate new business by making sales calls to referral sources (Daily Rental Branches, Credit Unions and other referral sources) and expand the Car Sales market share
4. Manage referrals, conduct customer follow-up, build and maintain long-term relationship with customers
5. Telemarketing to qualified prospects and set appointments.

July 2011 – April 2012

Company : BMW Bali Kita Motor

Purpose : Permanent Employ

Position : Marketing

Responsibility

1. Sell vehicles at referral locations and at special sales events
2. Offer and sell after-market products to car sales customers

3. Generate new business by making sales calls to referral sources (Daily Rental Branches, Credit Unions and other referral sources) and expand the Car Sales market share
4. Manage referrals, conduct customer follow-up, build and maintain long-term relationship with customers
5. Telemarketing to qualified prospects and set appointments.

April 2012 – December 2012

Company : Kuta Town Houses

Purpose : Permanent Employ

Position : Operational Manager

Responsibility

1. Observe and monitor staff performance to ensure efficient operations and adherence to facility's policies and procedures.
2. Train staff members.
3. Answer inquiries pertaining to hotel policies and services, and resolve occupants' complaints.
4. Assign duties to workers, and schedule shifts.
5. Monitor the revenue activity of the hotel or facility.
6. Greet and register guests.
7. Show, rent, or assign accommodations.
8. Coordinate front-office activities of hotels, and resolve problems.
9. Inspect guest rooms, public areas, and grounds for cleanliness and appearance.
10. Provide assistance to staff members by inspecting rooms, setting tables.

January 2012 – August 2014

Company : MAZDA Tri Agung Kita Jaya Motor

Purpose : Permanent Employ

Position : Marketing

Responsibility

1. Sell vehicles at referral locations and at special sales events
2. Offer and sell after-market products to car sales customers
3. Generate new business by making sales calls to referral sources (Daily Rental Branches, Credit Unions and other referral sources) and expand the Car Sales market share
4. Manage referrals, conduct customer follow-up, build and maintain long-term relationship with customers
5. Telemarketing to qualified prospects and set appointments

Oktober 2014 – July 2015

Company : TATA Motors PT. Bali Bima Sakti

Purpose : Permanent Employ

Position : Marketing

Responsibility

6. Sell vehicles at referral locations and at special sales events
7. Offer and sell after-market products to car sales customers
8. Generate new business by making sales calls to referral sources (Daily Rental Branches, Credit Unions and other referral sources) and expand the Car Sales market share
9. Manage referrals, conduct customer follow-up, build and maintain long-term relationship with customers
10. Telemarketing to qualified prospects and set appointments.

August 2015 – July 2017

Company : PT. Hartono Raya Motor (Mercedes Benz Authorized Dealer)

Purpose : Permanent Employ

Position : Marketing

Responsibility

11. Sell vehicles at referral locations and at special sales events
12. Offer and sell after-market products to car sales customers

13. Generate new business by making sales calls to referral sources (Daily Rental Branches, Credit Unions and other referral sources) and expand the Car Sales market share
14. Manage referrals, conduct customer follow-up, build and maintain long-term relationship with customers
15. Telemarketing to qualified prospects and set appointments.