



TUTUN OETAMI

I am an honest and proactive team player with strong interpersonal skills, seeking an opportunity to contribute to a reputable organization with integrity, commitment, and dedication. I possess a strong command of the English language and am a flexible, reliable, and resourceful worker. With a genuine passion for delivering exceptional customer service, I am committed to creating positive experiences for clients while maintaining the highest level of professionalism.

Experience

Travelex

Sales Consultant

October 2019 - November 2024

- Engaged with customers to determine their needs and promoted products.
- Handled currency exchange transactions involving over 60 foreign currencies.
- Maintained a professional, customer-focused approach to improve sales.

Top Vantage Contracting LLC

Administration/Receptionist

November 2017 - February 2019

- Coordinated office activities, managed documentation, and supported the CEO with office duties.
- Scheduled meetings, managed calendars, and handled company correspondence.
- Assisted with office logistics and operations to ensure compliance with company policies.

Reel Cinemas, Emaar Entertainment **Duty Manager (Assistant Theatre Manager)**

September 2015 - June 2017

- Managed daily operations, including supervising staff, handling cash, and ensuring service quality.
- Conducted staff briefings, assigned tasks, and ensured all standard procedures were followed.
- Addressed customer concerns and managed escalated issues professionally.
- Oversaw inventory management, audits, and sales reporting.

Theatre Executive

July 2013 - September 2015

- Assisted Theatre Manager in overseeing day-to-day operations.
- Managed customer service, including resolving issues related to online bookings.
- Assisted in staff scheduling and prepared weekly operational reports.

Customer Service Representative

January 2010 - July 2013

- Delivered excellent customer service, handled cashiering, and promoted new products.
- Assisted customers with queries and complaints to provide a positive experience.

Al Bassam Company

Senior Waitress, Switch Restaurant (Dubai Mall)

January 2009 - December 2009

- Welcomed and served guests, handled customer orders, and provided product recommendations.
- Delivered a high standard of hospitality service in a fast-paced environment.

Other Experience

- **Starbucks (Doha, Qatar & Jakarta):** Barista (2005-2007)
- **Paper Chase Company (Grandeur Hotel):** Waitress and Cashier (2008)
- **Hotel Mulia Senayan:** On-the-job training in F&B Production (2003-2004)

Education

- **Bachelor of Hotel Management**
Trisakti Institute of Tourism, 2001 - 2005
Specialization: Hotel Management
- **High School Certificate**
Pamulang 1 High School

Achievements

- **2010:** Received Certificates of Appreciation for "Above and Beyond Performance" at Reel Cinemas, consistently exceeding expectations in customer service and operational efficiency, setting a standard for peers.
- **2011:** Awarded "Ms. Readers' Digest" for exceptional customer engagement and product knowledge, demonstrating a commitment to understanding and addressing customer needs effectively.
- **2012:** Selected for the prestigious "Star Program" by Emaar Retail LLC, recognizing outstanding service contributions, dedication, and professional approach to challenging tasks.
- **2013:** Honoured with the Director's Choice Award at Reel Cinemas for significant contributions, demonstrating leadership and a customer-first mentality in all initiatives.
- **2014:** Earned the Director's Choice Award once again, showcasing sustained performance excellence and the ability to mentor and motivate team members effectively.

Personal Information

- **Gender:** Female
- **Nationality:** Indonesian
- **Marital Status:** Married
- **Languages:** English, Bahasa Indonesia
- **UAE Driving License:** Yes (License No. 1949752)

References

- **Fredeline**
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- **Manisha**
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