



Hendro Tjia

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SUMMARY

Target-oriented professional with 8+ years experience of sales and operations in travel and wedding industry, equipped with sales, marketing, operational, leadership, analytical, problem solving, decision making and event management skill. I'm career minded individual with highly ambitious, confident, determined manner, professional attitude and motivated person who seeking for perfection trying to do all works in best way.

WORK EXPERIENCE

TDCX Thailand Limited

March 2021 – Present

- Position : **Community Operations Specialist – Indonesian Market**
- Responsibilities :
 - ✓ Reviewing reported content and respond to user inquiries with high quality, speed, empathy and accuracy.
 - ✓ Investigating and resolving issues that are reported such as requests for account support and reports of potentially abusive content.
 - ✓ Gathering, analyzing, and utilizing relevant data to develop ways to improve the overall user experience on the site.
 - ✓ Recognizing trends and patterns, escalating any issues outside company policy to the global team.

PT. Menaravisi Tour & Travel (Varawedding)

Jul 2014 – November 2020

- Position : **Assistant Sales Manager - Wedding Sales Team Leader – China Market** (March 2019 - Nov 2020)
- Responsibilities :
 - ✓ Followup all inquiries from B2C & B2B partners for China/HongKong/Taiwan market
 - ✓ Managing and directing the entire sales and operations team
 - ✓ Generating a definitive sales strategy to improve revenue and meet and/or exceed sales goals efficiently
 - ✓ Be updated current wedding trends and competitive packages in the market
 - ✓ Annual B2B overseas sales call trip to maintain or build stronger partnership, presenting and sharing the updated wedding products to existing or new business partners
 - ✓ Ensuring satisfaction of agents/clients pre and post events
 - ✓ Monitoring, coordinating & communicating event bookings and ensure accuracy of billing and information
- **Achievements :**
 - *Monthly revenue above 100-200% of targeted KPI*
 - *Development of the division's headcounts by up to 20 people*

- Position : **Wedding Sales & Coordinator - China Market** (Jul 2014 - Mar 2019)
- Responsibilities :
 - ✓ Assisting all inquiries from B2C and B2B partners (China/HongKong market)
 - ✓ Identifying the needs of the agents/clients to offer suitable wedding products and ensure highest satisfaction
 - ✓ Creating and communicating wedding proposal, wedding details and an appropriate timeline/wedding rundown
 - ✓ Providing comprehensive services and dealing with any difficulties that occur before, during and after the event
 - ✓ Liaising with all contracted parties for a seamless experience
 - ✓ Supervising the operational of wedding on the day and ensure all the arrangement run smoothly based on agreed rundown and other details
 - ✓ Ensuring all wedding supplies are transported to the venue in a timely manner
 - ✓ Reviewing wedding event bills and vendor payments

**PT. Menaravisi
Tour & Travel
(Yuktravel.com)**
May 2012 –
Jul 2014

- Position : **Tour & Cruise Consultant**
- Responsibilities :
 - ✓ Determining clients' needs and suggesting suitable travel & cruise packages
 - ✓ Providing end to end service while organizing a trip from booking the tickets, reserving the hotel/cruise and creating the itinerary
 - ✓ Resolving any problem that arises regarding to the trip for customer

Others
2005-2012

- Position : **Liaison Officer (Freelance)**
 - "Infrastructure Asia 2010". Jakarta, April 14th – 17th,2010.
 - "Djarum Indonesia Open 2010" *PBSI - Persatuan Bulutangkis Seluruh Indonesia*. Jakarta, June 22th – 27th, 2010.
 - "Bankaltim Indonesia Open Grand Prix Gold 2010" *PBSI - Persatuan Bulutangkis Seluruh Indonesia*. Samarinda, Oct 12th – 17th,2010.
 - "4th ASEAN Primary School Sport Olympiad (APSSO)" *Ministry of National Education, Directorate General of Primary Education*. Jakarta, November 4th - 10th, 2010.
 - "Bankaltim Indonesia Open Grand Prix Gold 2011" *PBSI – Persatuan Bulutangkis Seluruh Indonesia*. Samarinda, September 27th – October 2nd,2011.
 - "5th ASEAN Primary School Sport Olympiad (APSSO)" *Ministry of National Education, Directorate General of Primary Education*. Yogyakarta, October 8th - 15th, 2011.
 - "South Sumatera Indonesia Open Grand Prix Gold 2012" *PBSI – Persatuan Bulutangkis Seluruh Indonesia*. Palembang, September 25th – 30th, 2012.
 - Company : **Trisakti Language Centre Jakarta**
 - Position : **Mandarin Lecturer** , May – Dec 2008
 - Company : **Buddhist Education Centre Jakarta**
 - Position : **MC, Supervisor & Liaison Officer**

EDUCATION

- 2007-2011 **Trisakti Institute of Tourism Jakarta,**
majoring in **Tour and Travel Management**
GPA 3.69 Diploma-4 (*Bachelor degree*)
- 2004-2007 **SMA Tri Ratna** (High school), Jakarta

OTHER DETAILS

- Language(s) : **Chinese, English** – excellent in oral and writing
Bahasa Indonesia – native language
- Computer Skills : Windows, Microsoft words, excel, powerpoint, outlook
- Date of birth : November 7th, 1988
- Nationality : Indonesia