



Yanti Juliana

I am someone who has willingness to learn new things and have high great enthusiasm, I am disciplined, responsible answer, good communication and want to try the best person. Obedient, active, able to work in under pressure, and able to work together in a team or individually.

Contact

Phone

0856-9217-6762

Email

antijuliana07@gmail.com

Address

Jl. Kayu Manis III No.19, Rt.16, Rw.02,
Matraman, Kayu Manis, Jakarta Timur
13130.

Education

2012-2016

**Bachelor Degree : S1 Accounting
(IPK : 3.46)**

Sekolah Tinggi Ilmu Ekonomi
Muhammadiyah Jakarta

2010-2012

Social Sciences Major
SMAN 27 Jakarta

Expertise

- Attentive listening and effective oral communication skills
- Limited working English
- Being able to work as a group
- Service Excellent
- Good at problem solving
- Can use Microsoft Office and Omni Salesforce

Language

Native Indonesian

English

Social Media

 @antijuliana

 Yanti Juliana

Experience

September 2019 - November 2022

EF English First (PT Learning Unlimited)

Course Consultant & Progress Advisor

- Looking for the Sales Opportunities with the existing and new customers to sell products and services.
- Implements marketing and advertising campaigns by assembling and analyzing sales forecasts.
- Conduct Parents Communication Events (Course Orientation, Parent-Teacher Conference, Achievement Ceremony and Progress Update).
- Observe class to know the students ability and discuss the feedback with teacher.
- Check for students absent and contact parents.
- Communicate among course teachers, parents and kids to track the teaching quality and study results, keep solid relationships with all customers.
- Responsible to do Media Hub for monthly report.
- Manage students include processing payment, retention sales and customer satisfaction.
- Complain handling.
- Maintain Course Binders.
- Receiving messages, calls, and complains from students, teachers, and parents.
- Solving problems between school and parents, students, and teachers.
- Handling students administration (documents and schedules).

February 2017 - February 2018

PT. Panorama JTB Tours Indonesia

Travel Assistant

- Dealing with incoming calls, walk in and email from retail and corporate customers with their travel inquiries from air ticket , tour, accomodation , travel document , insurance , admission ticket etc.
- Selling all product tour and ticket (domestic and international) , including insurance and documents .
- Strong Selling Skills in Tour Packages as FIT, Group and Incentives Programmes would be prioritized .
- Explain to guests or customers as needed on their way.
- Handling customer Selling Airlines ticket & travel products.
- Diagnose traveller's problem and complain and work with the supervisor to provide a possible solution .
- Convince new customers or guests especially who have never traveled .