



VERRA NATALIA

PROFILE

I graduated from FAAST Penerbangan Yogyakarta majoring in staff airline in 2022. During my time in FAAST, I have learned and developed several skills through some courses such as service excellence, public speaking, and English courses / I focus on developed my communication skill throughout some courses such as service excellence courses, public speaking courses and also english courses. I'm passionate in the field of customer services. Dedicated person with extensive knowledge of aviation. Looking to further develop my skills through a progressive environment.

Contact Me

LinkedIn Profile:

Verra Natalia

Contact:

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SKILLS & QUALIFICATIONS

- Excellent communication skill
- Good attitude and soft disciplinet
- Good general health and fitness
- The ability to operational computer program and all microsoft office programs
- Be able to provide and excellent service to the passengers in English And Indonesia

ORGANIZATION AND EVENT

Organisasi Pemuda Gereja

Treasurer

- Responsible in keeping the cash and record the cash flow
- Provide and record organizational needs

LANGUAGES

- English : Basic
- Bahasa Indonesia : Native Speaker

WORK EXPERIENCE

Internship at @Hom Kudus by horizon as housekeeping department for 3 months

- Clean 12-15 rooms in one day
- Brushing the corridor floor
- Make cleaning daily report and report it to the head departement.

Internship at Soekarno-Hatta airport for 2 months

- Serving passengers who use wheelchairs such as pregnant women, the elderly, people with physical disabilities, etc. Serving from the check-in counter to the gate or from the gate to pick-up.

Worked in MF Group as Sales Promotion Girl for 1 years

- Offering herbal products to customers
- Create a month-end sales report

Worked at Gama Star Holiday as a staff handling Umrah and Haji

- Direct passengers at the meeting point and help compile passenger documents. Then help provide documents to the check-in counter to print boarding passes. And take passengers into the plane.

EDUCATION

Faast Penerbangan Yogyakarta
Airlines Staff
(2022-2023)

- Practice how to serve the passengers in the Check-in counter, on telephone as Customer Service and solve their problems.
- Learn Passasi, Aviation Knowledge, Ticketing, English, and Public Speaking.

SMKN 3 Pati
Akomodasi perhotelan
(2019-2022)