



Lianita Dessy Ismindari

Professional Experience

<p>Batavia Air</p> <ul style="list-style-type: none"> ▪ PT Metro Batavia, operator of civil airline under the banner of Batavia Air, provides air transportation all across Indonesia and some parts of Asia <p><i>Customer Service Supervisor</i></p> <ul style="list-style-type: none"> ▪ Provide product knowledge and information regarding services provided by Batavia Air to existing and potential client and customer and responding to any query raised subsequently ▪ Clarify and resolve customer complaints by determining root cause, preparing and presenting best solution, expediting correction and adjustment and following up to ensure resolution ▪ Provide supervision to District Managers across service coverage area regarding customer complaints, receiving escalation and coordinating action leading to resolution ▪ Deliver socialization and awareness training to District Manager regarding company rule and policy relate to passenger handling and airline-related issue <p><i>Public Relation</i></p> <ul style="list-style-type: none"> ▪ Responsible for handling every aspect of company's planned publicity campaign and conducting public relation activities in the event of crisis ▪ Composing and providing press release as respond to enquiries and complaints made by customer on electronic and printed media, including newspaper and Internet ▪ Acting as Editor for Batavia Air In-Flight Magazine as media for broadcasting company image, delivering product knowledge and promotional event <p><i>Chief of Scheduling</i></p> <ul style="list-style-type: none"> ▪ Lead scheduling team to provide computerized flight roster utilizes Geneva software, the latest and most sophisticated scheduling computer system for airline scheduling ▪ Organize resource of pilot and cabin crew to attend development and certification program in adjunction to operational flight roster 	<p>January 2007 – January 2008</p>
<p>Batavia Air Training Center</p> <ul style="list-style-type: none"> ▪ Batavia Training Center, subsidiary of PT Metro Batavia, produces resources of high-skilled air crew and ground crew and provides development and certification program for Batavia Air and client airlines <p><i>English Instructor</i></p> <ul style="list-style-type: none"> ▪ Provide teaching of English upon various rank of air and ground crew, vary from Pilot , Flight Attendant, Front Desk Officer and District Manager ▪ Compose English teaching syllabus for specific purpose of English for Aviation for internal practice and external on-demand service ▪ Provide translation service from English to Bahasa Indonesia and vice versa on various documents vary from User Manual to Standard Operating Procedure 	<p>November 2004 – December 2006</p>
<p>Tzu Chi Elementary School</p> <ul style="list-style-type: none"> ▪ Tzu Chi Elementary School in Northern Jakarta, under management of Taiwanese Tzu Chi Foundation, provides affordable education for children from deprived background <p><i>English Teacher</i></p> <ul style="list-style-type: none"> ▪ Provide 24 hours per week teaching of English to approximately 200+ elementary school pupils ranging from 3rd to 6th grade come from families of diverse ▪ Compose English teaching syllabus according to recent government- approved Competency-Based Curriculum for Elementary School ▪ Involved in comparative study organized by Tzu Chi Foundation taking place in schools and universities in Taiwan ▪ Actively support social and charity conducted by the foundation 	<p>May 2003 – October 2004</p>
<p>British Education</p> <p><i>English Tutor</i></p> <ul style="list-style-type: none"> ▪ Provide teaching of English upon pupils of elementary school age and adults of various age 	<p>October 2002 – February 2003</p>
<p>Hopscotch Education Center</p> <p><i>English Teacher</i></p> <ul style="list-style-type: none"> ▪ Provide teaching of English upon 1st grade pupils at Maria Fransiska Elementary School 	<p>July 2001 – February 2003</p>
<p>Jakarta College</p> <p><i>English Tutor</i></p> <ul style="list-style-type: none"> ▪ Provide teaching of English upon pupils of elementary school age and adults of various age 	<p>November 2001 – January 2003</p>



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Academic Background

Atmajaya Catholic University
English Department

September 1997 – October 2002

- Graduated on October 2002 with GPA 2.48

Teaching and Language Proficiency

English

- Having **Act IV** certificate in possession, issued by **Ministry of Education**, confirming qualification to provide English tuition up to High School level in Indonesia

Mandarin

- Attended 24 hours of basic level Mandarin course

Computer Literacy

- Operating System
- Production Software
- Miscellaneous

Microsoft Windows, MacOS X, Android, Blackberry OS
Microsoft Office Family, ACDSee
Printing, Scanning, Internetworking, Troubleshooting

Broadcasting Experience

Bina Mulya Broadcasting School

July 2002 – October 2002

- Bina Mulya is education center majored in **Public Relation** and **TV/Radio Broadcasting**
- Attend 128 hours course on television and radio broadcasting including journalism, news presenting, outdoor broadcasting, vocal technique, script writing and video editing

Liputan 6 SCTV News Presenter Competition

September 2000

- **Liputan 6 SCTV** holding News Presenter Competition being held by a national private television network **Surya Citra Televisi, SCTV** for undergraduate student
- Compete as one of 12 **semi-finalists** amongst 200+ participants