



Lianita Dessy Ismindari

Professional Experience

Batavia Air

January 2007 – January 2008

- **PT Metro Batavia**, was a civil airline operator under the banner of **Batavia Air**, providing air transportation all across Indonesia and some parts of Asia

Customer Service Supervisor

- 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

Public Relation

- 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

Chief of Scheduling

- 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

Batavia Air Training Center

November 2004 – December 2006

- **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

English Instructor

- 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

Tzu Chi Elementary School

May 2003 – October 2004

- **Tzu Chi Elementary School** in Northern Jakarta, under management of Taiwanese **Tzu Chi Foundation**, provides affordable education for children from deprived background

English Teacher

- 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

British Education

October 2002 – February 2003

English Tutor

- Provide teaching of **English** upon pupils of elementary school age and adults of various age

Hopscotch Education Center

July 2001 – February 2003

English Teacher

- Provide teaching of **English** upon **1st** grade pupils at **Maria Fransiska Elementary School**

Jakarta College

November 2001 – January 2003

English Tutor

- Provide teaching of **English** upon pupils of elementary school age and adults of various age



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Academic Background

Atmajaya Catholic University

September 1997 – October 2002

English Department

- 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, ACDSsee
Printing, Scanning, Internetworking, Troubleshooting

Broadcasting Experience

Bina Mulya Broadcasting School

July 2002 – October 2002

Broadcasting Course

- 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

September 2000

News Presenting Competition

- Liputan 6 SCTV –part of private national television network **Surya Citra Televisi, SCTV**– was holding **News Presenting Competition** for undergraduate student
- Short-listed as one of **12** semi-finalists amongst **200⁺** initial participants