

# AYU RAMADHANI

San Francisco, CA

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## HIGHLIGHTS OF SKILLS

- A multilingual professional with experience in hospitality, sales, marketing, and events planning
- Proficient in English, Indonesian, and Spanish. Intermediate in Korean, Mandarin and Japanese.
- Have translated various documents into English.
- Proficient in Microsoft OS, Mac OS, PC, Microsoft Office Suite, and Google Suite. Social Media and Content Creation: Powtoon, Constant Contact, MailChimp, JotForm, Survey Monkey, Hootsuite, and Buffer.

## EXPERIENCE

### EVENT COORDINATOR GOOGLE LAUNCHPAD

APRIL 2019-PRESENT  
SAN FRANCISCO, CA

- Responsible for setting up venue for events of various sizes, including arranging the room according to the focus of the event and ensuring the proper set-up for audio visuals and food and beverages.
- Arrange and maintain the events' flow from start to finish, such as checking in attendees and ensuring speakers or panelists are comfortable

### EVENT COORDINATOR THE EXPAT WOMAN

AUGUST 2018 - PRESENT  
SAN FRANCISCO, CA

- Coordinate and manage 5-15 volunteers and 2-3 vendors for a multitude of events, such as mixers, panels, and workshops.
- Arrange and maintain the events' flow from start to finish, such as checking in attendees and ensuring speakers or panelists are comfortable

### CORPORATE COMMUNICATION MANAGER PERSONA GLOBAL INC.,

NOV 2016 - AUG 2018  
SAUSALITO, CA

- Planned and executed 3 international conferences, 2 trade shows, and public workshops.
- Consistently **reduced events expenses down to 50% and gained more leads.**
- **Managed and created content for all marketing materials**, i.e. website, social media accounts, email campaigns, videos, flyers, brochures, workbooks, leader's guides, and etc.
- Maintained relationships with current clients and partners, as well as recruit new clients.
- Created and administered contracts and agreements between partners and/or clients.
- Updated websites and social media.

### FRONT DESK SUPERVISOR FOUR POINTS BY SHERATON

NOV 2015 - FEB 2017  
SAN RAFAEL, CA

- Responsible for all evening hotel and restaurant operation and as Manager on Duty.
- Increased Guest Experience Index from 6 to 8 (out of 10).
- Interviewed, hired, scheduled, and trained Front Desk Agents.

### GUEST SERVICE SUPERVISOR/INTERIM SPA MANAGER CASA MADRONA HOTEL & SPA

JAN 2014 - NOV 2015  
SAUSALITO, CA

- Worked cross-functioned as Manager on Duty, Night Auditor, Spa Manager, and Reservation Agent.
- Restructured Spa Department and acted as an Interim Spa Manager. Increased spa revenue up to 300% within three months.
- Interviewed, hired, scheduled, and trained spa personnel and front desk agents.

## EDUCATION

- Sierra College, Rocklin, CA, USA: AA Arts & Culture
- Petra Christian University, Indonesia: Bachelor in International Business Management