



FEBRINDA GALUH KIRANA

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Human Capital practitioner with 2 years of relevant experience, specializing in Learning & Development, Training Coordination, and Talent Acquisition. Skilled in HR analytics, data analysis & visualization, HRIS management, learning development, and talent management, with a track record of driving 90%+ engagement, with supporting experience in Sales & Marketing and Event Management. Strong in program coordination, stakeholder management, and delivering impact-driven people initiatives.

EDUCATION

UPN "Veteran" Jawa Timur - Surabaya, East Java

- Oct 2026 (Perkiraan)

Undergraduate Management, 3.82/4.00

- Human Resource Management
- Research article publication : The Effect of Training Quality and Self-Efficacy on Employee Performance at Oakwood Hotel & Residence Surabaya
- Relevant Coursework : Information System Management, Integrated Management Application, Industrial and Organizational Psychology, Compensation Management, Customer Relation Management
- Certification : Competency Certification for Heads of Human Resource Recruitment and Selection Departments (LSP UPN "Veteran" Jawa Timur, August 2026)

WORK AND PROJECT EXPERIENCES

PT Surabaya Teknik Cipta Konsultan

Aug 2025 - Sekarang

Training Organizer

Management consulting and training provider specializing in corporate training and employee development for BUMN and corporate clients, including PT PLN (Persero), PT Badak NGL, PT Smelting, and PT Santos Jaya Abadi (Kapal Api Group)

- Coordinated 35+ end-to-end BUMN training programs & workshops, serving 25–30 participants per session and ensuring seamless learning delivery.
- Facilitated 35+ learning sessions, managing program flow, speaker presentations, and session transitions.
- Managed pre- & post-training assessments, and designed training modules for participant delivery
- Conducted training evaluations and achieved consistently high participant ratings of 4–5/5, reflecting strong satisfaction with training delivery.
- Achieved 90%+ participant engagement by monitoring participation, facilitating learning sessions, and identifying highly active participants.
- Collaborated with BUMN HR teams and UPDL PLN to align project requirements, training schedules, and learning deliverables.
- Managed end-to-end training administration and logistics, including attendance, learning materials, assessments, certificates, and program documentation.

Oakwood Hotel & Residence Surabaya

Jan 2025 - Jul 2025

Sales Admin Intern

5-star hotel and serviced residence in East Surabaya, providing upscale accommodation, dining, and event services for business and leisure guests.

- Successfully sold 150+ pax hotel products, generating approximately IDR 25,000,000 in revenue by telemarketing and social media LIVE streaming.
- Drove client engagement and business growth through personalized hotel facility tours and product presentations.
- Managed sales reporting and revenue tracking using SRT, Sales Production Report, and Corporate Production Report.
- Handled Oracle Hospitality Suite8 to support hotel sales administration and operational data management.
- Drafted professional documents such as proposals, corporate rate, agreement letter, confirmation letters, Banquet Event Orders (BEO), and voucher request forms.

PT Dyandra Promosindo

May 2026 - Sekarang

Event Crew

Leading professional exhibition and event organizer (PEO/EO) in Indonesia, specializing in the planning and execution of large-scale exhibitions, conventions, and business events.

- Contributed to smooth exhibition execution by coordinating visitor flow, booth operations, registration, and exhibitor support, ensuring efficient on-site operations and a positive attendee experience.
- Facilitated 1,000+ visitor interactions, ensuring an organized and positive attendee experience.

Big Bad Wolf Books

Jan 2026 - Feb 2026

Cashier

- Handled 150+ customer transactions per day, managing up to IDR 30 million per shift using the Xilnex POS system.
- Conducted upselling by actively promoting discounted items, best-seller titles, and newly released products to enhance sales performance.
- Offered and explained BBW Membership benefits to new customers to increase customer engagement and loyalty.
- Managed end-of-day (EoD) reconciliation, including cash counting, financial reporting, and daily sales documentation.

PSSI

Hotel Support & Accommodation Team

ASEAN U-17 Championship

Apr 2026

- Successfully supported accommodation and operational services for Thailand & Malaysia team
- Served as the primary liaison between hotel management and the Malaysia and Thailand national teams during the tournament
- Coordinated team accommodation requirements, including meal arrangements, meeting room reservations, and special requests

PSSI

Guest Operation Protocol

AFC U23 Asian Cup 2026 Qualifiers

Sep 2025

- Coordinated VIP and VVIP guest management, including AFC officials, delegates, and sponsors.
- Provided professional assistance to international guests, ensuring smooth arrival, accreditation, seating arrangements, and hospitality services.
- Assisted in implementing FIFA/AFC protocol standards to maintain international event quality.
- Monitored and executed match-day protocol operations, including ceremonial and hospitality procedures.

GESID (Danone's CSR Project) x AIESEC in Indonesia

Program & Delegates Journey Committee

Apr 2024 - Dec 2024

- Successfully lead execution of 10+ regional agenda plans, achieving a 100% completion rate of set objectives
- Engaged with over 30 Duta GESID in schools and universities, driving a 40% increase in participation rates
- Tracked Duta GESID participation across all activities, ensuring 95% understanding and involvement in GESID initiatives

Schoters Study and Work Abroad Festival by Ruangguru

Schoters Market Crew

Jul 2024

- Managed product sales, processed payments efficiently, and maintained accurate daily sales records to support financial reporting
- Actively engaged with potential customers, effectively communicating the benefits and insights provided by the products
- Contributed to increased sales and customer satisfaction through exceptional service and product knowledge

ORGANIZATIONAL EXPERIENCE

AIESEC in Surabaya

People Analyst and Consultant Manager of Talent Management

Jan 2024 - Feb 2025

- Lead and develop a 2-member team, in managing the HR database, KPIs, HRIS, and Applicants Tracking System (ATS)
- Improved member satisfaction to 9.2/10 through structured feedback mechanisms and targeted HR initiatives.
- Managed and regularly updated member experience statuses in HRIS, maintaining data accuracy and supporting timely organizational adjustments.
- Designed and implemented an member Engagement Survey based on the Organizational Culture Assessment Instrument (OCAI), generating actionable insights to support culture transformation and HR strategy alignment
- Led 4 performance Calibration Meetings across departments to evaluate performance conditions and align talent development priorities.
- Built an end-to-end training process covering Training Needs Analysis (TNA), curriculum design, program realization, and training evaluation.
- Executed an end-to-end recruitment process for 2,000+ potential candidates, including psychological assessment for 400+ shortlisted candidates to identify culture fit, followed by onboarding.
- Designed 10+ biweekly learning materials for AIESEC Future Leaders' coachees, achieving 90% participant engagement.
- Analyzed and evaluated the implementation of MX Standards, NPS, LPS, and the 4-Box Model of the Performance Potential Matrix to optimize talent management strategies

SKILLS AND SOFTWARE ABILITY

- **Soft Skills:** Public Speaking, Time Management, Problem Solving, Teamwork, Fast Learner, Multitasking
- **Hard Skills:** Training Need Analysis (TNA), Recruitment & Selection, Learning Management System (LMS), Data Analysis & Visualization, HRIS Management, Talent Acquisition, Sales Administration, Training Coordination, Database Management, Telemarketing and Direct Selling, Product Presentation
- **Softwares::** Google Suites, Microsoft Office, Oracle Hospitality Suite8, Canva, Capcut