

SEKAR FATINAH HASIBUAN

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Bekasi, West Java

A Japanese-speaking Fresh Graduate in Applied Foreign Language, holding JFT A2 certification (equivalent to JLPT N4) and currently preparing for N3. Possesses hands-on hospitality experience in Japan and Indonesia, strengthening the ability to engage with Japanese and international customers while maintaining high standards of customer satisfaction in multicultural environments. Experienced in operating within structured and target-driven settings requiring accuracy, attention to detail, and accountability. Demonstrates strong cross-cultural communication skills, adaptability, and professionalism, with the ability to contribute in client-focused and business-oriented environments.

Education Level

Universitas Diponegoro - Semarang, Central Java Aug 2021 - Aug 2025

Undergraduate Applied Foreign Language, 3.86/4.00

- Selected as a Summer Program student in 2023 at Chikushi Jogakuen University, Fukuoka, Japan, in collaboration with Dejavato Foundation and supported by the World Class University (WCU) funding program from Diponegoro University
- Served as a volunteer companion for Japanese exchange students from Akashi College and Chikushi Jogakuen University in 2023 and 2024, providing support in cultural adaptation, daily communication, and academic activities. Assisted them in exploring local traditions and improving cross-cultural understanding between Indonesian and Japanese students

SMA Negeri 3 Kota Bekasi - Bekasi, West Java Jul 2017 - May 2020

Senior High School, Social Science

Work Experiences

Marumine Kankou Hotel - Aizuwakamatsu, Japan Mar 2024 - Mar 2025

Student Intern

Marumine Kankou Hotel is a traditional Japanese hotel in Ashinomaki Onsen area of Aizuwakamatsu, offering natural hot spring experiences (onsen) and serving local Japanese cuisine. As a student intern, I supported daily guest service operations, assisted food and beverage preparation and helped ensure a welcoming and comfortable experience for local and international guests.

- Assisted in daily room service operations, including room preparation and replenishing guest amenities
- Ensured cleanliness, organization, and hygiene standards according to Japanese hospitality (omotenashi) principles
- Supported restaurant operations during breakfast and dinner service, Collaborated with Japanese staff to improve efficiency and communication within a multicultural work environment
- Gained hands-on experience in customer service, teamwork, and professional discipline within the hospitality industry.

All Seasons Hotel - Central Jakarta, Indonesia Oct 2025 - Dec 2025

F&B Service Intern Japanese Speaker

All Seasons Hotel Jakarta Thamrin is an Accor managed 3 star hotel, located in the heart of Jakarta's business district. The hotel provides modern accommodation and diverse dining services for business and leisure travelers, with a focus on quality service and guest satisfaction.

- Assisted Japanese Guest by communicating orders, explaining menu items, and handling special requests in Japanese
- Achieved weekly sales target of 5 promotional burgers and increased dessert bundle sales by 20% through effective upselling and product recommendations to local and Japanese guests
- Managed cashier duties, including processing cash and cashless payments, handling billing accurately, and preparing daily sales reports
- Supported smooth operations by coordinating effectively with kitchen and service teams

Organisational Experience

Himpunan Mahasiswa Bahasa Asing Terapan - Semarang, Central Java Mar 2023 - Mar 2024

Head of Social Community

- Supervised and collaborated with team members to ensure successful implementation of each program
- Managed project timelines, budgeting, and reporting to ensure efficient program delivery
- Evaluated and documented program outcomes for continuous improvement and future planning

Orientasi Diponegoro Muda (ODM) Sekolah Vokasi 2022 - Semarang, Central Java Aug 2022 - Oct 2022

Event Staff

- Developed and conceptualized the opening performance and briefing sessions with the dance team to ensure a cohesive stage presentation.
- Wrote and structured the Master of Ceremony (MC) script to align with the event theme and flow.

- Supervised the Front of House (FOH) operations, coordinating with the technical team to ensure audio and visual elements were synchronized with the event rundown.

Girl Up Diponegoro - Semarang, Central Java

Mar 2022

Event Department Volunteer

- Designed and developed the concept of interactive mini-games for the Fun Day event held on March 26th, 2022, at Roemah Difabel Semarang, aiming to foster engagement and inclusivity among participants.

Himpunan Mahasiswa Bahasa Asing Terapan - Semarang, Central Java

Mar 2022 - Mar 2023

Media and Information Staff

- Created and managed engaging content for the department's official Instagram account to increase audience interaction and visibility
- Wrote and published articles related to activities organized by the Applied Foreign Language major, focusing on academic communication

Skills, Achievements & Other Experience

- **Soft Skills:** Teamwork&Collaboration, Interpersonal Skills, Cross-Cultural Communication Skills
- **Hard Skills :** English (professional working proficiency), Japanese (professional working proficiency), Content Writing&Editing, Hospitality Operations Knowledge, Strategic Planning&Organization, Bahasa Isyarat Tingkat 1
- **Projects** (2023): Program Pemberdayaan Masyarakat Desa (P2MD) initiated by Ditjen Vokasi
- **Sertificate** (2025): JFT BASIC A2, Sertifikasi Kepemanduan Ekowisata by BNSP