

# RIYOKO PENTURY

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## SUMMARY

A results-driven professional with experience in sales, operational management, hospitality, and international education consulting. Skilled in communication, leadership, and customer service, with a strong ability to perform under pressure. Currently serving as a Business Partner at PT YAIJ Solusi Internasional, focusing on program development and educational placements in Europe. Proficient in English and German, with strong expertise in marketing, budgeting, and team management.

## HARD SKILLS

- Proficient in Microsoft Word, Excel, and Canva
- Language: Fluent in English and Basic German (spoken and written)
- Expertise in marketing, sales, and budgeting

## SOFT SKILLS

- Strong communication (verbal and written)
- Effective problem-solving
- Leadership and decision-making abilities
- High adaptability to new work environments
- Teamwork and collaboration
- Time management and efficiency

## PROFESSIONAL EXPERIENCE

### PT YAIJ Solusi Internasional, Business Partner      Aug 2024 - Present

- Collaborating in strategic business development and expansion of education programs for placement in European countries
- Building and maintaining partnerships with European institutions and stakeholders
- Assisting with program design, marketing strategies, and client acquisition
- Providing consultation to prospective participants regarding program selection, visa processes, and cultural preparation
- Ensuring operational alignment with international standards and institutional requirements

### PT. Royal D'Paragon Land, Head of Sales      Oct 2023 - Aug 2024

- Built partnerships with travel agencies for hotel and restaurant reservations
- Delivered excellent guest service during in-restaurant hosting
- Served as cashier and waiter during staff shortages or high reservation periods
- Compiled income reports for hotel and restaurant reservations
- Ensured guest satisfaction based on company SOPs for both dining and lodging experiences.

### CV. Super Mart Sentosa, Operational Manager      May 2016 - March 2020

- Supervised sales, cashier operations, and inventory control
- Produced daily, weekly, and monthly sales reports
- Managed company BPJS Healthcare and Employment registration
- Handled operational permit administration
- Assisted with cashiering and product display during peak visitor hours
- Ensured staff performance aligned with SOPs to meet sales targets

**PT. Anugrah Jasa Caterindo, Helper Cook & Pastry Cook      May 2014 - May 2015**

- Assisted chefs in preparing meals for patients employe
- Prepared dietary-compliant desserts under the guidance of nutritionists

***CERTIFICATIONS***

- How to Become an Effective Yet Efficient Store Manager – Jakarta, July 24–25, 2017
- Retail Shrinkage Management & Loss Prevention – Jakarta, August 30–31, 2017
- How to Create Outstanding Service – Denpasar, Bali, February 27–28, 2018

***SEMINARS ATTENDED***

- Vocational Synergy Towards Indonesia Emas 2045 – Yogyakarta, February 28, 2025
- The Leadership Conference DIY 2025 – Yogyakarta, May 12, 2025