

Firman Aji Bagus Permadi, S. Tr. Par., CPC

HR Training & Development

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DKI Jakarta, Indonesia



November 28th, 1993 | Married

SUMMARY

Professional with over 7 years in Learning & Development, with responsibility in Training Needs Analysis, curriculum and training module development, onboarding programs, leadership development, and training evaluation. Skilled in designing and delivering competency-based training, facilitating leadership and operational programs, managing new store opening training, and supporting organizational capability development. Supported by communication, negotiation and leadership. Holds a Bachelor's Degree in Hospitality Management from Sahid Institute of Tourism.

WORK EXPERIENCES

PT Hero Retail Nusantara (Hero Supermarket)

HR Training Specialist | Aug 2024 – Present

- Managed leadership development programs and onboarding initiatives for store and head office employees to strengthen organizational capability.
- Supervised training programs for new store openings, ensuring operational readiness and alignment with company standards.
- Designed, reviewed, and revamped training modules to improve learning effectiveness and consistency across stores.
- Directed the Mystery Shopper program for the Operations Department to evaluate service quality and training impact.
- Collaborated with cross-functional stakeholders to deliver team building programs and support continuous training improvement.

Jiwa Group

HR Learning & Development Specialist | May 2023 – May 2024

- Developed annual training plans and learning roadmaps for District Managers and Operational Managers.
- Designed and delivered competency-based training modules for leadership, operations, and onboarding programs.
- Conducted onboarding and refresher training programs for new hires and Barista Supervisor level-up initiatives.
- Supported promotion assessments by collaborating with Talent Management and Operations teams.
- Performed store visits and SOP quality checks to ensure training compliance and operational standards.

PT Trans Food & Beverage**Operation Training & People Development Assistant Manager | Jun 2020 – Dec 2022**

- Led onboarding and operational training programs, including product knowledge, halal compliance, and service standards.
- Managed SOP systems by evaluating, updating, and training operational teams to ensure standardization across brands.
- Designed and delivered training modules for multiple restaurant brands, supporting new store openings and operational excellence.
- Monitored training performance scores and supported performance appraisal processes for restaurant staff.
- Coordinated recruitment and training of operational teams from entry-level to managerial positions.

PT Airy Nest Indonesia**Training & Development Executive | Dec 2018 – May 2022**

- Conducted Training Needs Analysis and developed annual training curricula for hospitality operations nationwide.
- Designed and delivered basic and refresher hospitality training programs across multiple cities in Indonesia.
- Facilitated regular training sessions, providing constructive feedback and counseling to trainees.
- Supported properties in developing standardized SOPs to ensure consistent service quality.
- Evaluated training effectiveness through assessments and performance reviews of training participants.

PUSKAPEM SDM**Training Coordinator | Sep 2017 – Sep 2018**

- Assessed current and future training needs by evaluating skills, performance, and productivity gaps.
- Designed and delivered public speaking, MC, and ethics training for government protocol assistants.
- Supported the development and standardization of protocol management and MC SOPs in compliance with government regulations.
- Coordinated with trainers, teams, and management to ensure effective training delivery.
- Prepared training documentation and reports to support program evaluation and improvement.

PT Jungleland Asia**Sales Edutainment | Sep 2015 – Sep 2017**

- Present, promote and sell products/services of Jungleland Edutainment Package
- Promoted and sold edutainment packages through direct engagement and customer needs analysis.
- Conducted cost-benefit and customer requirement analysis to recommend suitable products and services.
- Built and maintained strong customer relationships to support repeat business and satisfaction.
- Resolved customer inquiries and complaints efficiently to enhance service quality.

- Achieved assigned sales targets through effective communication and relationship management.

ORGANIZATIONAL EXPERIENCES

Solidaritas Sosial Mahasiswa Politeknik Sahid

Dewan Pertimbangan Organisasi | Sep 2013 – Present

Kelas Inspirasi by Indonesia Mengajar

Teacher / Inspirator | Nov 2016 - Present

HARD SKILLS

Designing & Developing Training Needs Analysis, Training Module Development, Competency-Based Training Design, Training Delivery & Facilitation, Coaching & Mentoring, Onboarding Program Development, Training Evaluation & Measurement, Performance Appraisal Support, Learning Management System Familiarity, Training Data Reporting & Analysis, Microsoft Office

SOFT SKILLS

Communication, Leadership, Cross-Functional Collaboration, Stakeholder Management, Analytical Thinking, Problem Solving, Adaptability, Time Management, Negotiation

LANGUAGES

Bahasa : Native

English : Basic

EDUCATION

Sahid Institute of Tourism

Bachelor of Hospitality Management

2011 - 2015

GPA 3.71 / 4.00

PORTFOLIO

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