

Ceisia Mega Ransun

Senior Account Manager | Hotelier
Marketing | Client Engagement
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S U M M A R Y

An account manager professional with 3 years experience working in merchant engagement. Expertised in client relations, negotiation, and increasing merchant sales. Countinously seeking for new opportunities to develop work ethics and expand connections.

E X P E R I E N C E

Medical Representative Februari 2025 - Jun 2026

PT Pharmasolindo

- o Create appropriate and effective sales and marketing strategies , Maintaining corporate image and reputation
- o Maintance Relationship with hospital & Doctor
- o Report daily visit & sponsorship with doctor & Hospital

Senior Account Management- Grabfood Manado June 2024 – Oktober 2024

Grab Teknologi Indonesia

- o Maintaining relationships with 150 Resto with more than 20mio revenue per month in NorthSulawesi with 99% satisfaction rate. o Resolving GrabFood partners problems and complaints in no longer than 4 days. o Negotiate with GrabFood partners to involve into several promos (special moments & general promo). - o Help GrabFood partners to increase their sales by +200% in a month.

Account Management Executive - Grabfood Manado Jan 2024 -June 2024

Grab Teknologi Indonesia

- o Maintaining relationships with 150 Resto with more than 20mio revenue per month in NorthSulawesi with 99% satisfaction rate. o Resolving GrabFood partners problems and complaints in no longer than 4 days. o Negotiate with GrabFood partners to involve into several promos (special moments & general promo). o Help GrabFood partners to increase their sales by +200% in a month.

Tele Marketing Management - Grabfood Manado Jan 2022 - Desember 2023

Grab Teknologi Indonesia

- o Maintaining relationships By Phone With 150+ GrabFood partners in North Sulawesi with 99% satisfaction rate.
- o Resolving GrabFood partners problems and complaints in no longer than 4 days.
- o Negotiate with GrabFood partners to involve into several promos (special moments & general promo) o Help GrabFood partners to increase their sales by +200% in a month.

Acquisition Specialist - Grabfood Manado Oktober 2021 - Desember 2022

Grab Teknologi Indonesia

- o Looking for a New merchant on boarding in north sulawesi.
- o Resolving GrabFood partners problems and complaints in no longer than 4 days. Help GrabFood partner to Increase The Revenue.
- o Negotiate with GrabFood partners to involve into several promos (special moments & general promo).

Corporate Sales Executive – 2019 - 2021

Reddoorz Indonesia

- o Setting sales goals and developing sales strategies. o Building and maintaining a CRM database.Prepared tender documents.
- o Maintance Relationship with Database.
- o Meeting daily, weekly, and monthly sales targets.

Operation Hotel - 2019

MM Tour & Travel

- o Made itenary Guest From china & Booking Their Hotel around Manado, o Bitung,Tomohon.
- Handling Their Complain Until Clear.

Front Desk Agent - 2017 - 2019

Fourpoints By Sheraton Manado

- o Prepared Guest Arrival before Guest Check in & Prepared The bill before Guest Check Handling Vip Guest / SPG Member for Marriot Member .

Front Desk Agent - 2015 - 2017

Sintesa Peninsula Hotel Manado

- o Prepared Guest Arrival before Guest Check in & Prepared The bill before Guest Check Maintance A good Relationship With All Guest Stay in Sintesa.

EDUCATION

Technologhy Informatika
Institut Technologhy Minaesa – S1
GPA: 3.53/4.00 S
K I L L S

Negotiation	Advanced	Event Planning	Advanced
Good Communication	Advanced	Photography	Advanced
Administration	Advanced	Creative	Advanced

LANGUAGES

English	FLUENT
Indonesia	ACTIVE

