



JUAN ARNOLD SEBASTIAN SARAGI NAPITU

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Depok, Jawa Barat

Graduated from Pancasila University majoring in Civil Engineering with good motivation for growing and hardworking person. During college. I was active in an organization and committee activities. I have a good sense of teamwork, have high curiosity, and I am a fast learner.

Work Experiences

PT. Jakarta International Expo. - Jakarta, Indonesia

Jan 2025 – Jul 2025

Customer Service & Venue Operational

- Coordinate with related operation teams to support client requirements
- Assist in managing client event needs, including to arranging meeting rooms and setting up areas based on clients' needs.
- Serve and resolve complaints from clients
- Ensure venue services and facilities meet best quality
- Coordinated and managed logistic for events ranging from X-X people, ensuring efficient and cost-effective operations
- Created and maintained customer service reports that provide insights into customer service performance and customer feedback
- Drafted customer service policies and procedures that standardized customer service operation and improved customer experience

PT. Summarecon Agung Tbk. - Bali, Indonesia

Sept 2023 – Sept 2024

Operation Officer

- Control overall facility process and improvement process for building facilities
- Ensuring all activities in the Operation Dept. runs well according to the established standards
- Become a liaison between Tenant & Management and Accompany related parties visit to Tenants
- Serve and resolve complaints from tenants
- Coordinating Housekeeping and Security
- Find vendor for project needs
- Administering all document Operation Dept.

PT. Jakarta Industrial Estate Pulogadung - Jakarta, Indonesia

Jun 2023 - Oct 2023

Traffic Management Internship

- Make summary each meeting, outgoing mail, berita acara, berita acara kesepakatan
- Make a chronology activities for each work collaboration with other companies
- Make a database of minutes of meeting, incoming and outgoing letters, berita acara and berita acara kesepakatan
- Make a database of Satuan Ruang Parkir (SRP) all investors and tenants for ANDALALIN data requirement

PT. Amarta Karya (Persero) - Jakarta, Indonesia

Sep 2020 - Dec 2020

Engineering Intern

- Assist Coordinator of Quality Control
- Monitoring of process slump test, pile cap and bore pile
- Make weekly reports slump test, pile cap and bore pile
- Documentation of process slump test, pile cap and bore pile

Universitas Pancasila - Jakarta, Indonesia

Nov 2020 - Dec 2020

Rigid Pavement Laboratory Assistant

- Assisted the lecture in teaching the entire practice process
- Planned and organized the use of laboratory for academic purposes of teaching
- Guides and accompanying practitioner in practicum
- Report on practicum assessment result

Education Level

Universitas Pancasila - Jakarta, Indonesia

Sep 2017 - Aug 2021

Bachelor Degree in Civil Engineering, 3.40/4.00

Organisational Experience

Paduan Suara Universitas Pancasila (PSUP) - Jakarta, Indonesia

Oct 2019 - Jan 2021

Head of Public Relations Division

- Maintenance on all social media platforms
- Responsible for creating and administering content on all social media platforms
- Responsible for building and developing organizational network
- Responsible for creating and upload content in commemoration of national and international important days

6th Annual Concert "Ratimaya Khatulistiwa" (PSUP) - Jakarta, Indonesia

Apr 2019 - Aug 2019

Member of Sponsorship

- Creating a sponsorship proposal
- Submit sponsorship proposals to certain parties
- Make an MoU for parties that will cooperate
- Succeeded to get companies such as McDonald, Emina Cosmetic and Aqua as a event sponsor

Seminar Nasional "Sarjana Teknik Sipil Indonesia dalam Persaingan Global guna mendukung Pembangunan Infrastruktur bertaraf Internasional" (Himpunan Mahasiswa Sipil Universitas Pancasila) - Jakarta, Indonesia

Jan 2019 - Apr 2019

Sponsorship and Public Relation

- Creating a sponsorship proposal
- Submit sponsorship proposals to certain parties
- Make an MoU for parties that will cooperate
- Succeeded to get companies such as Aqua, IM3 Ooredoo, Kompas and Nissin Wafer as a event sponsors

Skills, Achievements & Other Experience

- **Achievements** (2021): Gold Medal Level III Mixed Choir Category at 10th Bali International Choir Festival
- **Certificate** (2021): Building Engineering Expert from Badan Nasional Sertifikasi Profesi
- **Soft Skills**: MS Office, Adobe Photoshop, Arc Map, AutoCad, Analytical Thinking, Teamwork, Public Speaking, Leadership, English Proficiency(Intermediate)
- **Interest**: Manufacture, Creative Industry, Suveyor, Consultan, Infrastructure and Public Relation