



Fauzi Ramadhana

Professional Summary

Hospitality and customer service professional with over 8 years of experience in transportation, healthcare, and F&B industries. Skilled in passenger safety, first aid, and conflict resolution. Winner of **Best Train Attendant 2025** and **Best of the Best Frontliner 2025**. TOEIC 825 certified, fluent in English and Indonesian. 179 cm tall with 212 cm arm reach and proficient in swimming. Dedicated, empathetic, and highly motivated to provide world-class service as part of Riyadh Air Cabin Crew.

Experience

Train Attendant

PT. KAI Services – Medan, Indonesia | 09/2019 – Present

- Ensured passenger safety and comfort, providing assistance during boarding, disembarking, and emergencies.
- Delivered food & beverage service with upselling techniques, maintaining high hospitality standards.
- Administered first aid and guided passengers during emergency situations.
- Maintained the cleanliness, order, and safety of train cabins.
- Collaborated with crew to ensure smooth service operations

Guest Relations Officer

PT BUMAME Farmasi – Medan, Indonesia | 12/2021 – 06/2022

- Assisted clients in registration and administration, ensuring smooth and efficient service flow.
- Provided product and service recommendations tailored to client needs.
- Processed payments, managed invoices, and maintained accurate client records.
- Followed up with clients to ensure satisfaction and resolve concerns promptly.
- Collaborated with team members to deliver consistent and high-quality customer service.

Administration Receptionist

LION PARCEL – Medan, Indonesia | 10/2017 – 09/2019

- Welcomed and assisted customers at the front desk, providing clear and friendly communication.
- Handled inquiries via phone and in person to maintain customer satisfaction.
- Processed client payments and generated invoices with accuracy.
- Maintained an organized and professional reception area to ensure positive first impressions.
- Supported administrative tasks to ensure smooth daily operations.

Captain Waiter (Hospital Catering Service)

PT Sunshine Food Group International – Medan, Indonesia | 12/2015 – 03/2017

- Supervised and trained a team of waiters to ensure accurate meal service for hospital patients.
- Coordinated with nutritionists and medical staff to deliver meals according to patients’ dietary and nutritional requirements.
- Ensured strict compliance with hygiene, sanitation, and food safety standards.
- Resolved patient and staff concerns promptly, ensuring satisfaction and smooth service flow.
- Managed daily operations including food distribution accuracy and staff scheduling.
- Led by example in delivering professional and empathetic service in a healthcare environment.

Waiter (Hospital Catering Service)

PT Aerofood Indonesia ACS – Medan, Indonesia | 09/2014 – 12/2015

- Delivered meal service for hospital patients according to dietary and nutritional requirements.
- Ensured strict compliance with hygiene, sanitation, and food safety regulations.
- Assisted patients with meal selection and provided clear information about menu options.
- Coordinated with nutritionists and medical staff to meet patient dietary needs.
- Maintained accuracy in meal distribution and supported smooth catering operations.

CONTACT

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Location : Medan, Indonesia

Education

- **Bachelor Of Nutrition (S.Gz)**
Nahdlatul Ulama University
Medan | 2016 – 2020
- **Vocational High School (Accounting)**
Binjai | 2011 – 2014

Skills

- Passenger Safety & First Aid
- Customer Service & Hospitality Excellence
- Conflict Resolution & Complaint Handling
- Teamwork & Collaboration
- Food & Beverage Service
- Hygiene, Sanitation & Food Safety
- Multicultural Communication
- Adaptability & Stress Management
- Microsoft Office (Word, Excel)

Languages

- **English** – Fluent (TOEIC 825)
- **Indonesian** – Native

Achievement

- Best Train Attendant – PT. KAI Services, 2025
- Best Of The Best Frontliner – PT. KAI Services, 2025
- Indonesian Maritime Ambassador (North Sumatra Representative) – 2018
- Tourism Ambassador of Medan (Finalist) – 2019
- Election Ambassador of North Sumatra – 2019

Hobbies and Interests

- Swimming
- Singing
- Exercising
- Tarot Reading
- Content Creation