

KIRANA DARMAWAN



Community Experience Specialist

📞 085161908185

🏠 Bali

✉ Kiranadarmawan21@gmail.com

EDUCATION

2012 - 2016

Gadjah Mada University

Batchelor of International Tourism
Management

2020 - 2023

Bina Nusantara University

Master of Management (Creative
Marketing)

SKILLS

Communication	<div style="width: 90%;"></div>
Customer Experience	<div style="width: 95%;"></div>
People Management	<div style="width: 85%;"></div>
Negotiate	<div style="width: 95%;"></div>
Strategy and Planning	<div style="width: 95%;"></div>
Clients Satisfaction	<div style="width: 80%;"></div>
Events and Publicity	<div style="width: 95%;"></div>

Bali, Indonesia based with over 8 years of experience in the hospitality industry, public and partner relations, community-focused, and business. Kirana has excellent customer engagement and marketing communication skills she also believes in alignment between Customer and Partner, Managing property in the community part such as Coliving property, Restaurants and Events

Currently, she's working as a Community and Experience Specialist at Outpost Coworking Coliving. Here with her Professional experience

WORK EXPERIENCE

June 2022 - Recent

**Community Experience Specialist
at Outpost Bali Coworking and Coliving**

- Manage and plan all the events for 3 different locations (Coliving, Coworking, Restaurant) for community members both in-person and virtually.
- Manage a welcoming environment for all community members, ensuring everyone feels included and valued.
- Liaising with Ops., Marketing, Finance, and Fnb Team to develop and implement marketing strategies to attract new members to the community and continuously improve the experience based on community budget and accounting records.
- Manage and Facilitate professional growth and development opportunities through Adventurous, Social, Local Contribution, and New perspective programs.
- Manage community relationships and address any concerns or issues that may arise.
- Planning budgeting for the strategy activities, party, and event to be live and following demands
- Work closely with related internal and external stakeholders such as other pages in companies to create impactful content & campaigns.
- Foster an inclusive community by creating a welcoming environment for all gender, race, language, etc.

Established on 2020

Director of Marketing and Partnership at BOBOBAGS

- Coordinated with Production, design, finance, and admin team
- Manage and Run UMKM based on Social media, e-commerce and digital marketing
- Manage and monitor all the team load from centrally
- Bring the products to collaborate with brands and companies: UNIQLO, PT. Wika, SourSally, Vivo, Boccoroco, Block Post Group, TNI, Zero Waste etc.
- Manage marketing plan and strategy for the Business model to align with the brand value
- Managing the retail, inventory, and distribution for the manufacture
- Managing Production timeline and Quality Control
- Designing and researching new collections as demanded by the user
- Providing a positive external impression and relationship for a brand awareness
- Referral : Anjani (+62 878 87112210)

January 2019 - November 2021

Partner Communication and Engagement at PT. OYO ROOMS INDONESIA

- Communicattion relates to partners run well
- Make partners feel valued by develop and maintains
- Arrange email to partners management (standard and tools)
- Planning partners event and procurement goodies needs
- Arrange hampers for nationwide partners
- Wrote reports and trackers
- Ensure to 0% dispute from partners
- Develop and execute an annual partnership strategic plan and NPS for partner
- Responsible for analyzing partner feedback and implementing new tactics to improve
- Referral : Waisul (+62819-0516-3427)

January 2018 - DEC 2018

Senior Tenant Relation (Supervisor) APARTEMEN PLAZA SENAYAN

- Maintain relations between management and tenants.
- provide a standard service to tenants in keeping with an international residential property
- Handling the physical handling over and taking back of apartments and completion of related procedures and documentation needed.
- Supervise the handling of residents' complaints or requirements coordinating with other departments, as necessary, and monitoring the process through conclusion.
- Referral Laila (+62813-8649-9706)