

# Dr. DINO LEONANDRI, SE, MM, CBM, CHA



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## PERSONAL PROFILE

A Highly motivated hospitality professional with a passion for Hospitality Industry, coupled with strategic operational knowledge and experience in various International environments. Proven track record in devising and delivering hospitality strategies that support long term business aims. First class interpersonal skills, with ability to communicate effectively at all levels and across all functions. A good team player who searches for solutions in an inclusive and practical way.

## COMPETENCIES

- Managing Organizational Changes, overall operation for executing project
- Preparing project schedule, monitoring project, budgeting and forecasting Hotel Project
- Implementing Performance Review
- Service Quality Auditing

Industrial/Professional's Experiences	Academician/Lecturer's Experiences
<b>ACHIEVEMENT</b>	Lecturer of STP Trisakti Jakarta
<p><b>1. 2021 MARRIOTT'S APEC QUARTERLY AWARD, THE BEST ADOPTION SERVICE HOTEL</b></p> <p><b>2. 2021 INDONESIA THE BEST GOP HOTEL</b></p> <p><b>PREOPENING EXPERIENCES</b></p> <ul style="list-style-type: none"> <li>• Pre Opening Project Team – 2015-2016 SwissBel Hotel Pondok Indah</li> <li>• Pre Opening Project Team – 2014-2015 Best Western Premier The Bellevue Pondok Indah</li> <li>• Pre Opening Team 2012 Alana by Aston Surabaya</li> <li>• Pre Opening Team 2010 Grand Zuri Jababeka</li> <li>• Pre Opening Team 2005 Aston Braga Bandung</li> </ul>	<p>NIDN : 0319086901</p> <p>Assistant Professor : 665/LL3/KP/2021</p> <p>Lecture Modules :</p> <ol style="list-style-type: none"> <li>1. Strategic Management</li> <li>2. Finance Management</li> <li>3. Marketing Management</li> <li>4. Feasibility Study</li> <li>5. Revenue Management</li> </ol> <p>Book Author of :</p> <ol style="list-style-type: none"> <li>1. Manajemen Pendapatan Hotel, Edisi I, 2020 viii + 88 hlm., 15,5 x 23 ISBN 978-623-7374-85-5 Diterbitkan oleh Inteligencia Media</li> <li>2. Bisnis Resto Minim Risiko, Edisi 1, 2021, ISBN: 978-623-6548-48-6</li> <li>3. Manajemen Strategi Pemasaran dan Penjualan Hotel, Edisi 1, 2020 ISBN : 978-623-6548-90-5</li> </ol>

<b>Industrial/Professional's Experiences</b>	<b>Academician/Lecturer's Experiences</b>
<p><b>KNOWLEDGE &amp; SKILLS</b></p> <ul style="list-style-type: none"> <li>• Holding CHA-Certificate Hotel Administration from AHLEI (American Hotel Learning and Education Institute), 2016</li> <li>• Holding CBM-Certificate in Business Management from Prasetya Mulya Business School, Jakarta</li> <li>• Holding Certificate in Accounting Management for Indonesia Accountant's Association (IAI)</li> <li>• Holding Certificate in TAXES from the YAI JAKARTA</li> <li>• Attended various seminars and workshops in Accounting, Finance and Taxation held by various professional institutions including attended the INTERCONTINENTAL HOTELS GROUP at Phnom Penh CAMBODIA, Singapore, Kuala Lumpur Malaysia.</li> <li>• Familiar with the Accounting Software ACCPAC, LANMARK, CLS, FIDELIO PMS Familiar with popular Software's Application such as Microsoft Office</li> </ul> <p>In house Training :</p> <ol style="list-style-type: none"> <li>1. Marriott International : General Manager Training, August 2020</li> <li>2. Marriott International : Balance Score Card Training, 2020</li> <li>3. Marriott International : APEC General Manager Meeting, 2020</li> <li>4. Marriott International : General Manager-CTC Training, 2020</li> <li>5. Marriott International : General Manager-2021 Budget Training, 2020</li> <li>6. Marriott International : General Manager-2020 Guest Voice Training, 2020</li> <li>7. Marriott International : General Manager Training, April 2019</li> <li>8. Marriott International : Marriott Brand Architecture Training, April 2019</li> <li>9. Marriott International : Revenue Management General Manager Training, April 2019</li> <li>10. Marriott International : Marriott Bonvoy Event Training, April 2019</li> <li>11. Marriott International : APAC Strategy Training, April 2019</li> <li>12. Swissbel International : 2017 GM Training</li> <li>13. Best Western International : General Manager Training,</li> </ol>	<p><b>EDUCATION</b></p> <ul style="list-style-type: none"> <li>• <b>Doctorate Programme Major in Management Sciences</b> – 2020-, Pasundan University Bandung</li> <li>• <b>Certified Hotel Administration</b> - 2016, American Hotel &amp; Lodging Educational Institute</li> <li>• <b>Certified in Business Management</b> – 2016, Prasetya Mulya Business School</li> <li>• <b>Master Degree in Law</b> – 2016, Muhammadiyah University</li> <li>• <b>Master Degree in Finance Management</b> – 2002-2004, Widyatama University Bandung</li> <li>• <b>Bachelor Degree in Management</b> – 1988-1993, Christian Indonesia University</li> <li>• <b>Hotel Accounting and Financial Management</b> -1994, Trisakti Tourism Academy</li> </ul> <p><b>KEYNOTE SPEAKERS</b></p> <ol style="list-style-type: none"> <li>1. Focus Group Discussion (FGD) dari penelitian Magister Pariwisata Universitas Pelita Harapan (UPH); The Readiness and the implementation of mitigation plan of a hotel, 26 April 2021</li> <li>2. Webinar MM Kalbis; Managing Risk in Hotel Investment &amp; Development, 24 April 2021</li> <li>3. Universitas Pelita Harapan: Webinar-Hotel Mitigation and Risk Management; The Finance and Marketing Strategies to Face and Survive The Covid 19 Pandemic, 21 April 2021</li> <li>4. Dirjen Vokasi-Kemeterian Pendidikan Nasional RI; Juri Seleksi SMK Pusat Keunggulan Nasional 2021, 31 Maret 2021</li> <li>5. Webinar MM Kalbis-Enhaiier; "Perencanaan Target, Formulasi Strategi dan Penyesesuaian Dalam Industri Perhotelan" 20 MARET 2021</li> <li>6. Guest Lecture Politeknik Pariwisata Palembang; The Top in Demand Skil in Rooms Division, 10 Maret 2021</li> <li>7. Business Hotel Management Seminar-Binus Univ; Hospitality &amp; Tourism Industry in Asean Perspective, lesson learnt from Vietnam, 23 Juni 2020</li> <li>8. APPI-BINUS; Fenomena industri hotel pasca covid 19 dalam kajian penelitian pariwisata, 27 Mei 2020</li> <li>9. Binus University; Forecasting in Uncertain Situation-Binus University; 14 Mei 2020</li> <li>10. POWER TALK WEBINAR POLTEKPAR PALEMBANG; STRATEGI MENGEJAR KETERTINGGALAN BISNIS PARIWISATA SETELAH PANDEMI COVID 19" 13 MAY 2020</li> <li>11. STPT Webinar Series: Hotel Finance Management in Crisis Time, 06 Mei 2020</li> <li>12. WEBINAR MARK PLUS "TOURISM CRISIS WEBINAR SERIES" 16 APRIL 2020</li> <li>13. Nov 2019, as Speaker in the "Digital Transformation in Hospitality 4.0" seminar at the National Multimedia University Serpong</li> <li>14. Sep 7, 2019 As Keynote Speaker Exeplus Jakarta @Aston Rasuna Jakarta Workshop "Hotel Financial and Operation Excellent"</li> </ol>

<b>Industrial/Professional's Experiences</b>	<b>Academician/Lecturer's Experiences</b>
<p>Bangkok 2015</p> <p>14. Best Western International : General Manager Training, Bangkok 2014</p> <p>15. Aston International-GM Training 2012</p>	<p>15. June 28, 2019 As Keynote Speaker Certified Hotel Accounting Specialist workshop Executive Hotel Learning Center @De Paviljoen Hotel, Bandung</p> <p>16. June 21, 2019 as Keynote Speaker Workshop "Revenue Management" di PoltekPar Palembang</p> <p>17. March 16, 2019 as Keynote Speaker Workshop "House Keeping Bedah Financial Statement" DPP IHKA DKI @Swissbel Inn Simatupang Jakarta</p> <p>18. Dec 21, 2018 :IHGMA Bogor-Sustainable Change Management</p> <p>19. Nov 17, 2018 :IHGMA DKI-Sustainable Change Management</p> <p>20. Nov 5, 2018 as Keynote Speaker at workshop "Feasibility Study for Hotel Development" BNI Corporate University Jakarta</p> <p>21. April 18, 2018 as Speaker at Maximizing revenue through OTA" Indonesia Hotel General Manager Association Chapter Sumater Barat @Hotel Imelda Resort Padang</p> <p>22. Sept 9, 2017 : STIE Kridatama Bandung-Seminar Kualitas SDM dalam peningkatan kewirausahaan</p> <p>23. Feb 25, 2017 at Swissbel Hotel Kemang as Moderator for Revenue Maximazitation workshop</p> <p>24. Oct 20, 2016 at Indonesia House Keeper Association Meeting; Finance Management for Non Finance</p> <p>25. Sept 27, 2016 at T WIKA Reality; Condotel Management</p> <p>26. Jan 15, 2016 at STP Trisakti : Forum Group Discussion – Review Perubahan Kurikulum</p> <p>27. Oct 30, 2015 at STP Trisakti : Kajian Industri Hotel Indonesia</p> <p>28. Sept 17, 2015 at IHGMA DKI ; Finance Management for Non Finance</p> <p>29. Nov 12, 2015 at IHGMA JABAR ; Finance Management for Non Finance</p>
<p><b>WORK EXPERIENCES</b></p> <p>1. <b>Marriott International as General Manager</b> 2019-Present</p> <p>2. Vice President Group of Operations Horison Hotels Group, Indonesia 2017-2019</p> <p>3. General Manager Swiss Bel Arion Kemang, Jakarta, 2017</p> <p>4. General Manager Swiss Bel Pondok Indah, Jakarta 2015-2017</p> <p>5. General Manager Best Western Premier Bellevue Pondok Indah, Jakarta 2013 – 2015</p> <p>6. General Manager The Alana Hotel by Aston-Surabaya 2012 – 2013</p> <p>7. Director of Operation for Hotels and Hospitals PT Sanbe Karya Persada, Indonesia</p>	<p><b>SEMINAR AND TRAINING ACTIVITIES</b></p> <p>1. Dec 1, 2016 : American Hotel &amp; Lodging Association : Certified Hotel Administration</p> <p>2. Nov 1, 2016 : STIE Kridatama Bandung : Panduan pembuatan buku ajar</p> <p>3. Jan 19-April 12, 2016 : Prasetya Mulya Business School : Certified Business Management Program</p> <p>4. Feb 22, 2016 : eHotelier Academy, Hotel Security Awareness</p> <p>5. April 19-22, 2015 : Best Western Asia Pacific : Asia General Managers'Conference</p> <p>6. Oct 31, 2015 : AsiaEUniversity-International Seminar</p> <p>7. May 27, 2008 : Akpar NHI : Profesional Hotel Management</p> <p>8. Jan 21-25, 2008 : GMT-Property Management Course</p> <p>9. Juni 23, 2004 : IAI-Cash Management</p> <p>10. Sept 17, 2003 : IAI-Effective Financial Planning</p> <p>11. August 11, 2000 : YAI-Tax Consultant</p> <p>12. June 13-14, 2000 : DHM-Tax Planning</p>

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<p>- Singapore - Australia 2010 - 2012</p> <p>8. General Manager Grand Zuri Jababeka 2010</p> <p>9. Executive Assistant Manager Aston Braga Hotel Bandung 2005 - 2010</p> <p>10. Asst. Director of Finance Four Seasons Bali 2004 - 2005</p> <p>11. Director of Finance Holiday Inn Bandung-IHG 2001 - 2004 In Charge as General Manager For Nov. 2000 - April 2001</p> <p>12. BPPN-Indonesia Bank Restructuring Agency Ic for PT TRI SGA SARANA - Jakarta as Finance &amp; Accounting Manager 2000</p> <p>13. The Park Lane Hotel, Jakarta- Indonesia As Chief Accountant In Charge as Financial Controller April 1998 - Oct. 2000</p> <p>14. Radisson Hotel - Jakarta - Accountant April 1997 - March 1998</p> <p>15. Sheraton Hotel Bandara Jakarta - Indonesia As Cost Controller April 1996 - March 1997</p>	<p>13. Sept 26, 1997 : Radisson Hotel International-Yes I Can</p> <p>14. June 28, 1996 ; ITT Sheraton-ATT ITT Sheraton Programe</p> <p style="text-align: center;"><b>SCIENTIFIC PUBLICATION</b></p> <p>1. 2022, Environmental Turbulence, Dynamic Capability, and Organizational Resilience, Global Business and Finance Review, Q3</p> <p>2. 2021, CHSE Certification, and The Impact of PPKM Policy on Hotel Performance in Indonesi The 3rd Tourism Gastronomy and Tourist Destination International Conference (TGDIC 2021) hosted by Trisakti School of Tourism on 2nd December 2021,</p> <p>3. 2021, Enrichment: Journal of Management The Influence of Product Quality and Price on Purchasing Decision for Brown Sugar Boba Fresh Milk, <a href="https://www.enrichment.iocspublisher.org/index.php/enrichment/article/view/100">https://www.enrichment.iocspublisher.org/index. php/enrichment/article/view/100</a></p> <p>4. 2021, Institute of Computer Science (IOCS), Jurnal Mantik,; The Influence of Service Quality and Price on Customer Satisfaction at Roti Bakar 88 Kemayoran, Jakarta <a href="http://iocscience.org/ejournal/index.php/mantik/&lt;br/&gt;article/view/1250">http://iocscience.org/ejournal/index.php/mantik/ article/view/1250</a></p> <p>5. 2021, Jurnal Masyarakat Mandiri, Peningkatan Kualitas Keputusan Keuangan Hotel Untuk General Manager Hotel Melalui Neurofinance <a href="https://journal.ummat.ac.id/index.php/jmm/articl&lt;br/&gt;e/view/3796">https://journal.ummat.ac.id/index.php/jmm/articl e/view/3796</a></p> <p>6. 2020, International Journal of TEST Engineering &amp; Management, The Mattingley Publishing Co., Inc., 3756 Grand Ave Ste 205, Oakland CA 94610, United States : Comparative Study of tax policy related to COVID-19 in ASEAN countries <a href="https://testmagzine.biz/index.php/testmagzine/ar&lt;br/&gt;ticle/view/8548">https://testmagzine.biz/index.php/testmagzine/ar ticle/view/8548</a></p> <p>7. 2020, Integrated Journal of Business and Economic: Customer Satisfaction At Swiss- Belresidences Kalibata Jakarta. <a href="http://ojs.ijbe-&lt;br/&gt;research.com/index.php/IJBE/article/view/284">http://ojs.ijbe- research.com/index.php/IJBE/article/view/284</a></p> <p>8. 2020, Jurnal Akademi Pariwisata Medan : Pengaruh Kualitas Pelayanan Dan Kualitas Produk Terhadap Kepuasan Konsumen Di 71st Omakase Restoran, Cikajang Jakarta, <a href="http://ejurnal.poltekparmedan.ac.id/index.php/jia&lt;br/&gt;pm/article/view/93">http://ejurnal.poltekparmedan.ac.id/index.php/jia pm/article/view/93</a></p> <p>9. 2020, Bantenese Jurnal Pengabdian Masyarakat : Meningkatkan Keterampilan Mahasiswa Melalui Kegiatan Expert Sharing in Revenue Management di Politeknik Pariwisata Palembang <a href="https://e-&lt;br/&gt;jurnal.lppmunsera.org/index.php/PS2PM">https://e- jurnal.lppmunsera.org/index.php/PS2PM</a></p> <p>10. 2020, Tourism Research Journal, Business Feasibility Study of Hotel X at Pasuruan Regency, East Java <a href="http://trj.stptrisakti.ac.id/index.php/trj/article/vie&lt;br/&gt;w/81">http://trj.stptrisakti.ac.id/index.php/trj/article/vie w/81</a></p> <p>11. 2020, Jurnal Pemberdayaan Pariwisata, Pelatihan Digital Transformation Pelatihan Digital</p>

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	<p>Transformation in Hospitality 4.0 bagi Mahasiswa di Universitas Multimedia Nusantara, Serpong, Tangerang  <a href="http://jurnalpariwisata.stptrisakti.ac.id/index.php/JPP/article/view/1358">http://jurnalpariwisata.stptrisakti.ac.id/index.php/JPP/article/view/1358</a></p> <p>12. Nov 2019 as Best paper : STRATEGI KEUNGGULAN BERSAING HOTEL BUDGET DI AREA KEMANG - JAKARTA SELATAN,  <a href="https://journals.upi-yai.ac.id/index.php/ikraith-humaniora/article/view/677">https://journals.upi-yai.ac.id/index.php/ikraith-humaniora/article/view/677</a></p> <p>13. Dec 2018 The Role of Tourism Village to Increase Local Community Income <a href="https://bircu-journal.com/index.php/birci/article/view/113">https://bircu-journal.com/index.php/birci/article/view/113</a></p> <p>14. Oct 2018: Semnas IKRA ITH UPI YAI 2018 (Sinergiatas Desa Wisata dan Industri Kreatif dalam meningkatkan perekonomian Masyarakat)  <a href="https://journals.upi-yai.ac.id/index.php/IKRAITH-EKONOMIKA/article/view/377">https://journals.upi-yai.ac.id/index.php/IKRAITH-EKONOMIKA/article/view/377</a></p> <p>15. May 2018 Budapest International Research and Critics Institute (BIRCI-Journal) : Humanities : The Role of Tourism Village to Increase Local Community Income <a href="http://bircu-journal.com/index.php/birci/article/view/113/pdf">http://bircu-journal.com/index.php/birci/article/view/113/pdf</a></p> <p>16. May 2016, Jurnal Ilmiah Pariwisata-ANALISIS STRATEGI PEMASARAN PERHOTELAN DI KOTA BANDUNG, JAWA BARAT (STUDI KASUS DI HOTEL HORISON)  <a href="http://jurnalpariwisata.stptrisakti.ac.id/index.php/JIP/article/view/764">http://jurnalpariwisata.stptrisakti.ac.id/index.php/JIP/article/view/764</a></p>