



HENDRICH TIALA

SOFT-SKILL TRAINER | EDUCATOR
CORP TRAINER | MASTER OF CEREMONY
STORYTELLER | CANVA DESIGNER

LET'S HAVE A TALK!

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ABOUT ME

An enthusiastic educator with 7+ years experiences in People Training & Development. A fast learner with cat's curiosity, observer to detail, and empathetic listener. Well-equipped in manual & tech training material design, public speaking, and problem-solving. Looking for opportunity in Training & Development. Able to relocate if needed.

WORK EXPERIENCES



Training Officer (Staff)

PT. Swakarya Insan Mandiri (SIMGROUP) | Sept 2022 - Present

- Accommodated and addressed user's training needs and requests, managing the entire end-to-end process.
- Conducted Training Needs Analysis to identify specific training requirements for various occupations and job types, primarily focusing on Contact Center (CS, Telesales, Televerification, Telecollection, Admin) and BPO Sales (SPG/SPB, Marketing)
- Collaborated with users to organize training events, including budgeting, logistics, and evaluating effectiveness.
- Generated and submitted comprehensive after-training reports to Division Head and User.
- Planned training requests for the upcoming month and maintained a Calendar of Events.
- Developed training modules, presentations, and invitation flyers.
- Delivered Basic Contact Center Training as part of the Internship Preparation Training on a weekly basis.
- Actively supported training and corporate events as a Master of Ceremony, both in live online and offline formats.

Training Officer of Internship Project (Staff)

PT. Swakarya Insan Mandiri (SIMGROUP) | Mar 2022 - Sept 2022

- Developed a comprehensive curriculum and syllabus for the internship program training.
- Collaborated with the Head of Line of Business (LoB) to assess and identify training needs within the organization.
- Created training modules and content for e-learning platforms.
- Supported the Head of Internship Program Training during branch and site office visits.
- Assisted the Human Resources (HR) department as a collaborative trainer to facilitate staff training.
- Event coordination: Served as Master of Ceremony in company events.

Cluster Training Coordinator (Supervisor)

Hotel Horison Jayapura and Horison Kotaraja-Papua | Dec 2020 - Jan 2022

- Planned, programmed, and delivered training, counseling, and coaching initiatives for both staff and interns. Implemented these initiatives and provided regular reports on their progress and effectiveness.
- Collaborated with the Head of Department and General Manager to identify individual and team training needs and compiled Departmental Training Reports for submission to Human Resources Management.
- Assisted the HRD with administrative and recruitment tasks.
- Served as Social Media Administrator (@hotelhorison_jayapura) for the Sales Marketing division of Hotel Horison Jayapura.

Brain Trainer (Staff)

Brainfit Indonesia | Aug 2018 - Aug 2020

- Coached and assisted clients in enhancing brain function capacity through personalized brain training workouts in both one-on-one and group settings. Educated clients about the field of Neurosciences.
- Developed well-structured curriculum and tailored workouts based on clients' Cognitive Map Test results and individual needs.
- Monitored and followed up on client progress during training sessions. Provided parents with regular updates regarding clients' training results, analyzed customer requirements and recommended the best package accordingly.
- Conducted online brain training coaching sessions (in both one-on-one and group settings) through Zoom Meeting. Assisted users with any technical issues.

Trainer & Facilitator (Staff)

Yayasan Nusantara Sejati | Feb 2016 - Aug 2020

Yayasan Kumala | Aug 2015 - Dec 2015

- Responsible for the Daily Operations of the Programs in field including the supervision of Teachers, Headmasters, and School Committee supervision and stakeholder relations
- Designed, conducted, and delivered Training Material for In-House Training including Pre & Post Training evaluation.
- Recorded, evaluated, and assisted the teachers for Teaching-Progress Instruments instrument in order to improve the teachers' performance for early-graders.
- Worked with the head of the school and school committee to formulate aims, objectives, and strategic plans for the school.
- Communicated purposes of the program and how the program will support the program authorities and to collaborate through the program.





SKILL AND SPECIALIZATION

- Manual & Tech Training Design
- Public Speaking
- Training Management
- Corp Training & Development
- General Hotelier Knowledge
- Administration
- Digital Marketing
- Graphic Design

PLATFORM AND APPS


- Microsoft Office (Word, Excel, Powerpoint)
- Canva (for graphic and training material design)
- Filmora, VN, Capcut (for video making)
- Social Media apps (LinkedIn, Instagram, TikTok)

EDUCATION

Universitas Cenderawasih

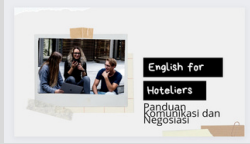
English Education | 2009 - 2015 | GPA: 3.53

APPRECIATION

- Trainer of Introduction to Call Center (Customer Service Inbound, Telesales, Televerification, and Telecollection) for SIMGROUP Contact Center Internship Preparation, July 2022 - Present
 - Certified Corporate Trainer from Berkelas.id
 - Trainer for SIMGROUP Officer Development Program Batch 16, 2022
 - Master of Ceremony for KICK-OFF SIMGROUP (on-air), 2022
 - Master of Ceremony for Halal Bi Halal SIMGROUP (on-air), 2022
 - Master of Ceremony for General Staff Meeting, 2021-2022
 - CogMap Test Assesor, 2020
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PORTFOLIO

TRAINING MATERIAL DESIGN (GENERAL)



ENGLISH FOR HOTELIER (3 PARTS)

Description:

- The training is mainly to introduce hoteliers basic English communication that can be useful for their daily job.
- Part one: Time & Event, Pronouns, How to Ask for Help, and How to Offer a Help
- Part two: Apologize, Gratitude, Expression
- Part three: How to Show Direction to Guest



BULLYING AT WORKPLACE (PERUNDUNGAN DI TEMPAT KERJA)

Description:

- The training is mainly to raise employee awareness about bullying at workplace to create positive workplace environment to all employees.
- The training consists of: Types of Bullying, Law Consequences of Bullying, and How to Deal with Bullying.



CARA DAN ETIKA BERINTERAKSI DENGAN PENYANDANG DISABILITAS (MANNER AND ATTITUDE TO INTERACT WITH DISABILITIES PEOPLE)

Description:

- The training is mainly to raise employee awareness and knowledge about disabilities. The training have delivered before PEPARNAS X Papua begun.
- The training consists of: Understanding of Disabilities, Types of Disabilities, and How to Interact with Disabilities People



PEMBUATAN RIWAYAT HIDUP (CURRICULUM VITAE MAKING)

Description:

- The training is mainly to increase knowledge in how to make better CV and self-evaluation
- The training consists of: Steps of CV Making and Do's & Don'ts



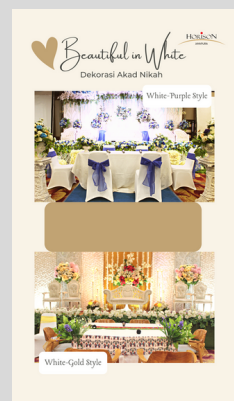
GROWTH MINDSET

Description:

- The training is mainly to raise employees' awareness of growth mindset in daily life
- The training consists of: Types of Mindset and Their Characteristics

PORTFOLIO

GRAPHIC DESIGN



PRESENTATION FOR ANY PURPOSES

Description:

The presentation is made with Canva app for various purposes such as General Staff Meeting, Event Presentation, and Report Presentation

FLYER FOR ANY PURPOSES

Description:

The flyer is made with Canva app for various purposes such as Training, Event, Invitation, and Job Vacancy.

POST FOR INSTAGRAM FEEDS AND STORIES

Description:

The post is made with Canva app and other support mobile apps for Digital Marketing purposes such as Instagram Feeds and Stories to increase engagement with customer.