

Rizky Afrizal

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Seeking to contribute proven hospitality talents, refined communication skills, and an excellent customer service attitude to a challenging environment.

Experiences

Invisible Technologies

Advanced AI Data Trainer | June 2025 – Present | Remote

- Train and evaluate advanced AI models to improve accuracy, reasoning, and contextual understanding across multiple domains
- Analyse and annotate complex datasets, ensuring data quality, consistency, and alignment with company standards and AI ethics guidelines.
- Collaborate with cross-functional teams to refine model outputs, identify linguistic or logical inconsistencies, and develop training documentation.
- Conduct prompt engineering and test iterations to enhance AI model performance, natural language fluency, and task completion accuracy.
- Provide feedback on system usability, data labelling workflows, and tool improvements to optimize operational efficiency.

MARRIOTT INTERNATIONAL, JAKARTA

November 2018 – Present

Luxury Services Associate | Aug 2024 – Present | Remote

- Provide high-level hospitality and support for VIP guests across luxury brands (Ritz-Carlton, St. Regis, W Hotels, The Luxury Collection).
- Manage complex reservations, loyalty account requests, and escalations via phone and email.
- Utilize proactive sales techniques to maximize revenue and enhance customer experience.
- Handle elite member requests, ensuring first-contact resolution for account and stay-related concerns.

Loyalty & Care Services Associate | Mar 2024 – Aug 2024 | Remote

- Delivered personalized customer service by assisting loyalty members with account issues, redemptions, and escalations.
- Advocated for guests, resolving complaints efficiently while ensuring compliance with policies.
- Enrolled customers in loyalty programs and provided expert guidance on benefits.

Sales & Services Associate | Nov 2018 – Mar 2024

- Managed global customer reservations, modifications, and cancellations across Marriott properties.
- Provided detailed information on property amenities, loyalty programs, and travel packages.
- Applied sales techniques to optimize bookings and revenue while maintaining guest satisfaction.

AMWAJ ROTANA JUMEIRAH BEACH HOTEL, DUBAI

Housekeeping Coordinator | Apr 2015 – Mar 2018

- Coordinated room assignments, guest requests, and housekeeping schedules.
- Managed lost property, maintenance requests, and VIP guest preferences.

CROWNE PLAZA DEIRA, DUBAI

Housekeeping Associate | May 2013 – Mar 2015

- Maintained high cleanliness standards in guest rooms and public areas.
- Reported maintenance issues and ensured compliance with hotel service standards.

THE DHARMAWANGSA, JAKARTA

Spa Attendant | Jun 2011 – Jan 2013

- Maintained spa cleanliness and organization to enhance guest experience.
- Assisted in coordinating therapist schedules and guest bookings.

Education

Bachelor of Data Science (in progress)

2025

Universitas Terbuka

Skills & abilities

- Customer Service & Guest Relations
- Luxury Hospitality & VIP Services
- Reservation & Loyalty Program Management
- Sales & Upselling Techniques
- Conflict Resolution & Case Management
- Multi-Channel Support (Phone, Email, Chat)
- Time Management & Multitasking
- Strong Communication & Problem-Solving
- Attention to Detail & Accuracy
- Microsoft Offices & Hotel PMS Systems
- Data Annotation
- AI Evaluation
- Prompt Engineering
- Analytical Thinking
- Process Optimization