

Dennis C. Kosasih

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OBJECTIVES: A versatile professional with over a decade of experience in various fields, including web design and development. Recently graduated from an MBA program and actively seeking managerial roles to leverage my diverse expertise, strategic mindset, and strong leadership skills in driving organizational growth and delivering exceptional results.

HIGHLIGHTS OF QUALIFICATIONS

- Recent Graduate of MBA from University Canada West
- Highest skill developed in customer service, presentation, and analysis
- Experienced in client handling and customer service
- High proficiency in Microsoft, Adobe, and Google applications
- Multilingual: English, Indonesian, and conversational Mandarin

SKILLS

HARD: Front-end web development, Hand coding, UX Design, Research & Surveys, Responsive web design, Web analytics, SEO optimization

SOFT: Marketing strategy, Negotiation & persuasion, Customer service excellence, Effective communication, Presentation skills, Problem-solving & analytical thinking, Project management, Team collaboration and leadership, Adaptability & flexibility

EXPERIENCE

Barista • Starbucks • Vancouver, Canada

2021 Oct – Now

- Giving warm welcomes and high-quality customer service
- Recommending and crafting drinks and handling food items
- Handling payment in the cashier position

Business Development Specialist • Adicator • Port Coquitlam, Canada

2023 Jan – Apr

- An internship position
- Successfully nurtured a new project, overcoming challenges and achieving growth
- Coordinated meetings effectively and maintained accurate and organized calendars
- Handled sensitive information with confidentiality
- Utilized project management skills and attention to details to accomplish tasks efficiently
- Developed lead generation strategies and implemented successful campaign strategies

Educator • Little Wonders Learning Space • Remote

2021 Jan – Oct

- Responsible for tutoring English, Science, and Math to grade 1 – 6 students
- Designed a new logo and Instagram advertisement for the company
- Planned lessons and coordinated with parents for their children's educational improvement

Web Specialist Lead • Acclaim! Asia • Singapore

2015 Jun – 2019 Jun

- Led web development teams to build web and microsites
- Designed and developed the company's website and sister sites to include e-commerce capabilities, a custom managing system, and databases management
- Created e-cards, videos, marketing campaigns, email signatures, and mass mailer newsletters
- Developed unique custom formulas for e-commerce payments and robot checkers
- Responsible for cyber security by tracking and blocking malicious emails and attacker IPs

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Principal & Educator • Flori School • Indonesia

2013 Sep – 2015 May

- Designed the company brand from logo, business card, flyers, banners, letterhead, etc
- Responsible for tutoring national & international school subjects to grade 1 – 6 students
- Trained students and adults on English Conversations, TOEFL, IELTS, and Grammar
- Managed and developed contracts for the HR
- Maintained good customer relations with parents and students

Design Department Head • Inter Pan Pasifik Futures • Indonesia

2011 Oct – 2012 Sep

- Started in brokering position for futures trading
- Analyzed and recommended trading positions to clients
- Trained newcomers on sales and trading
- Built design department from scratch, including interviewing and hiring staff
- Handled design proposals, logo rebranding, print media design, and online applications

Web Specialist • Adverite • Singapore

2011 Mar – Sep

- Designed, developed, and maintained static and dynamic web works
- Created Flash-based applications
- Responsible for branding and product designs

Graphic & Web Designer • Acclaim! Asia • Singapore

2008 – 2010

- Responsible for developing and maintaining internal web works
- Created Flash-based banners, mini-sites, browser games, and e-cards
- Designed clients' brands and product development
- Handled production of print works (business cards, flyers, posters, banners, printings, etc.)

Flash Specialist • LT-Creative • USA

2006 – 2008

- Designed and developed Flash-based websites, banners, games, etc
- Designed brands and print productions
- Responsible for handling clients' requests

EDUCATION

Master of Business Administration

2023

University Canada West

Bachelor of Fine Arts Degree in Graphic Design

2005

Cornish College of the Arts

Associate of Arts Degree

2003

Seattle Central Community College

Credentials & Badges:

- trailblazer.me/id/denniskosasih
- credly.com/users/denkos

Software Knowledge:

Adobe: Acrobat, Dreamweaver, Flash, Illustrator, InDesign, Photoshop; Audacity; Blender; Canva; FileZilla; Google: Analytics 4, Business, Docs, Drive, Jamboard, Meet, Sheets, SketchUp, Slides, Search Central; Grammarly; Handbrake; Microsoft: Excel, PowerPoint, Teams, Visual Studio Code, Word; Miro; Tableau; Zoom Meetings