

Contact

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(LinkedIn)

Top Skills

HVAC
Maintenance and Repair
Facility Management (FM)

Languages

Bahasa Jepang (Limited Working)
English (Elementary)
Bahasa Indonesia (Native or Bilingual)

Certifications

Generative AI: From Prompts to Partnership
Foundations of Prompt Engineering (Bahasa Indonesia)
AI Foundations
Accommodation Skills Practical Training Evaluation Test (Beginner Level) - 宿泊技能実習評価試験 初級
Integrasi LLM di Berbagai Platform (LLM Integration Across Platforms)

Honors-Awards

Best Employee Recognition Award 2024
Employee Recognition Award 2022

Reno Sindhu Harleno

Engineering Captain | HVAC, Electrical & Plumbing Maintenance | Multi-Department Hospitality Staff in Japan
Myoko, Niigata, Japan

Summary

Hotel engineering professional with 3+ years of hands-on experience in Indonesia, promoted from Daily Worker to Staff to Engineering Captain at Red Chilies Hotel. Now working in Japan at Akakura Kanko Hotel across 4 hospitality departments. Technical strengths:• HVAC/AC, mechanical, electrical, plumbing, and water system maintenance• Led day-to-day engineering operations and coordinated maintenance across departments• Reliable and flexible: responded to urgent after-hours technical issues, including night call-outsHospitality experience in Japan:• Front Office / Bell Service• Restaurant Service• Housekeeping• StewardingRecognized with the Employee Recognition Award (2022) and Best Employee Recognition Award (2024) at Red Chilies Hotel.Adaptable, disciplined, and committed to Japanese hospitality standards (omotenashi), with the ability to move between technical and guest-facing roles.Currently studying Management to grow into supervisory and operations roles, and interested in AI agents and workflow automation to improve hotel and facility operations.Always happy to connect with fellow professionals in hotel engineering, facility maintenance, and hospitality.

Experience

Akakura Kanko Hotel
Multi-Department Hospitality Staff
November 2025 - Present (1 year)
Myoko, Niigata, Japan

- Front Office / Bell Service: assist guests with luggage, arrivals and departures, and front office support
- Restaurant Service: food running and table support
- Housekeeping: room preparation and cleanliness standards
- Stewarding: dishwashing, kitchen support, and sanitation
- Work across 4 departments in a Japanese hospitality environment, applying omotenashi service standards

- Worked closely with colleagues across 4 departments to maintain smooth daily operations and guest satisfaction

Red Chilies Hotel

3 years 9 months

Engineering Captain

December 2024 - April 2025 (5 months)

Surakarta, Central Java, Indonesia

- Formally led the engineering team, prioritizing maintenance and handling escalated technical issues
- Managed emergency response and coordinated with Housekeeping, Front Office, and other departments to resolve problems quickly
- Responded to urgent after-hours technical issues, including night call-outs when no shift coverage was available, to keep guest rooms and facilities operational

Engineering Staff

November 2021 - November 2024 (3 years 1 month)

Surakarta, Central Java, Indonesia

- Led day-to-day engineering operations and coordinated maintenance work for the hotel's engineering department
- Performed preventive and corrective maintenance for AC, mechanical equipment, electrical installations, plumbing, and water systems
- Primary point of contact for urgent technical issues, including after-hours emergencies when no shift coverage was available
- Collaborated with Housekeeping, Front Office, and other departments to resolve technical issues quickly
- Responded to urgent after-hours technical issues, including night call-outs when no shift coverage was available, to keep guest rooms and facilities operational

Engineering Daily Worker

August 2021 - October 2021 (3 months)

Surakarta, Central Java, Indonesia

- Assisted with maintenance and repair of AC, electrical, plumbing, and water systems
- Handled daily troubleshooting to keep guest rooms and facilities operational

PT Kencana Gemilang (Miyako)

Maintenance Intern

January 2020 - March 2020 (3 months)

Cikupa, Banten, Indonesia

- Completed a 3-month vocational internship (PKL) in the maintenance department as part of the Electrical Power Installation Engineering program
- Assisted with electrical panel assembly, machine repair, and routine machine maintenance under supervision

Education

Asia Cyber University

Sarjana (S1), Business Administration and Management,
General · (2026 - 2029)

SMK Negeri 2 Surakarta

Sekolah Menengah Kejuruan, teknik instalasi tenaga listrik · (2018 - 2021)

LPK Kyushu Kenshu Senta

Japanese Language & Work Preparation · (April 2025 - October 2025)