

SEKAR YUPINA

HR Generalist | BNSP Human Capital Staff

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PROFESSIONAL SUMMARY

Health Consultant transitioning into HR Generalist roles, with 7+ years in benefits administration, confidential data management, and stakeholder relationships.

WORK EXPERIENCE

Aspire Lifestyles Indonesia

Jun 2022 – Present

Health Consultant

South Jakarta, Indonesia

Deliver a member benefits program for FWD Insurance at an International SOS company (2,000+ staff, 21 countries).

- Onboard about 60 policyholders a month into their benefits within the program SLA, and explain coverage by phone.
- Keep confidential member records up to date in Salesforce under data-protection rules.
- Process invoices and reimbursement claims, and check them against provider agreements before payment.
- Run 40–60 minute one-to-one consultations, and coordinate hospital and insurer partners on each support plan.
- Resolve member complaints, and escalate complex cases to specialists with complete handovers.
 - **Key results:** Manage a caseload of **about 30 members**, start to finish, with a **99% completion rate**.

Kanaan Global School

Oct 2018 – May 2022

Health Coordinator (HRGA)

Jakarta, Indonesia

Coordinated staff records, benefits, wellbeing, and general affairs at an international school (500+ people).

- Selected and negotiated with insurance providers, and set the yearly insurance budget from headcount.
- Ran enrollment, insurance card issuance, and medical reimbursement claims for local and expatriate members.
- Kept confidential, audit-ready personnel records, including onboarding and offboarding.
- Handled staff, student, and parent queries on benefits and welfare, and escalated sensitive cases.
- Designed the school wellbeing program and hosted 10+ health-education seminars with external speakers.
- Oversaw medical supply procurement and periodic stock audits for the school clinic to control spend.
 - **Key results:** Administered **group insurance for 500+ staff and students**, from provider selection to claims.

SKILLS

- **HR administration:** Employee data and records, HR documentation, onboarding and offboarding, confidentiality
- **Benefits:** Group insurance, enrollment, claims, provider negotiation, budgeting, expatriate benefits
- **Employee support:** Employee queries, case management, complaint handling, wellbeing and engagement
- **Tools:** Microsoft Excel (reporting), Microsoft Office (Word, Outlook), Mekari Talenta HRIS
- **Languages:** Bahasa Indonesia (native), English (professional working proficiency)
- **For fun:** Watching mental health content, like dr. Jiemi Ardian's

CERTIFICATIONS AND EDUCATION

BNSP Competency Certificate, Human Capital Staff

Nov 2026

Human Resources Fast Track, Talentiv Academy

Sep 2026

Batch 22, credential ID 2026HRFT698

- **Talent:** Recruitment, job descriptions, KPIs and OKRs, learning and development
- **HR operations:** Payroll with BPJS and PPh 21 calculation, HRIS (Mekari Talenta)
- **Compliance:** Indonesian labor law

Respati University of Indonesia

Oct 2009 – Dec 2014

Bachelor of Nursing Science (S.Kep)

Jakarta, Indonesia