talentsphere

People Powered Performance

Strategic Talent & Workforce Solutions for High-Performance Businesses

About Us

Sustainable growth requires the right people, consistent execution, and clear visibility into what drives business performance. Yet many organizations struggle with leadership gaps, inconsistent customer experiences, and capability challenges that limit their ability to scale.

At TalentSphere Indonesia, we help organizations address these challenges through an integrated approach that combines executive search, talent solutions, performance evaluation, and capability development.

By identifying the right talent, uncovering operational and service gaps, and strengthening workforce capabilities, we help businesses build high- performing teams and create sustainable competitive advantage.

Our goal is simple: to help organizations grow stronger from the inside out— through better people, better execution, and better business outcomes.

01
Executive Search

02
Mystery Shopping

03
Frontliner Training

Our Founders

Led by founders with 50+ years of combined experience, Talentsphere connects leadership acquisition with workforce performance.

We find exceptional leaders and talent, then strengthen frontline capability and customer experience, so organizations can build high-performing teams and grow sustainably.



Patricia Setyadjie
Managing Partner

30+ years building and scaling businesses. Now helps CEOs, founders and boards find top talent, and advises SMEs on how to grow and scale.



Tricilia Paundya
Managing Director

22+ years leading commercial growth and teams. Now builds frontline capability and mystery shopping programs that improve customer experience.

Why Our Approach Is Different

Strong business performance is not built through hiring or training alone.
Sustainable growth requires the right people, operational visibility, and consistent execution.

Hire Right

Targeted Search• Thorough Candidate Evaluation • Culture & Leadership Fit • Business Acumen • Industry Expertise • Curated Shortlists • Reduced Hiring Risk • 1x Replacement Guarantee

Measure Performance

Mystery Shopping • Customer Experience • SOP Compliance • Operational Insights Competitor Benchmarking

Improve Execution

Customer Experience Excellence • Sales & Business Performance • Brand & Operational Excellence • Capability Reinforcement & Behavioral Transformation



3 Moments You Need a Headhunter



Urgent, hard-to-fill role

Every week the seat is empty costs you. Headhunters reach senior and niche talent who aren't job-hunting, quickly and confidentially.



Entering a New Market

You don't know the local talent yet. Headhunters know who's who, what they earn, and how to reach them, so you launch faster.



Succession Planning

Your key leaders won't stay forever. Find future leaders who fit your culture and growth plans before the gap appears.

Our Recruitment Solutions

Three ways to hire with us. Pick the one that fits the roles you need to fill.



Group Hiring

One package rate
for the whole group,
with a min of 3 hires.

Best for: new branches, team build-outs & seasonal peaks.



Recruitment Process Outsourcing

Your MPP with us as your recruitment team, with a fixed retainer fee/month.

Best for: steady hiring with a predictable monthly cost.

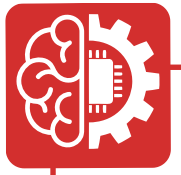


Executive Search

Confidential search for mid-level & managerial roles, up to C-level leaders.

Best for: leadership and business-critical roles.

Executive Search | Area of Expertise



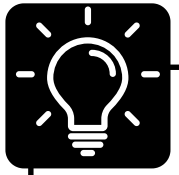
TECH & DIGITAL
IT • Software • Data • Product • Cybersecurity • Digital Transformation

COMMERCIAL
Sales • Business Development • Key Account • Partnerships

MARKETING & COMMUNICATIONS
Brand • Digital • Performance • PR • Corporate Communications

FINANCE
Accounting • Finance • Tax • Treasury • FP&A • Audit

PEOPLE & HR
HR • Talent Acquisition • L&D • C&B • HRBP



OPERATIONS & SUPPLY CHAIN
Operations • Procurement • Logistics • Supply Chain • Production

RISK, AUDIT & COMPLIANCE
Internal Audit • Risk • Compliance • Legal

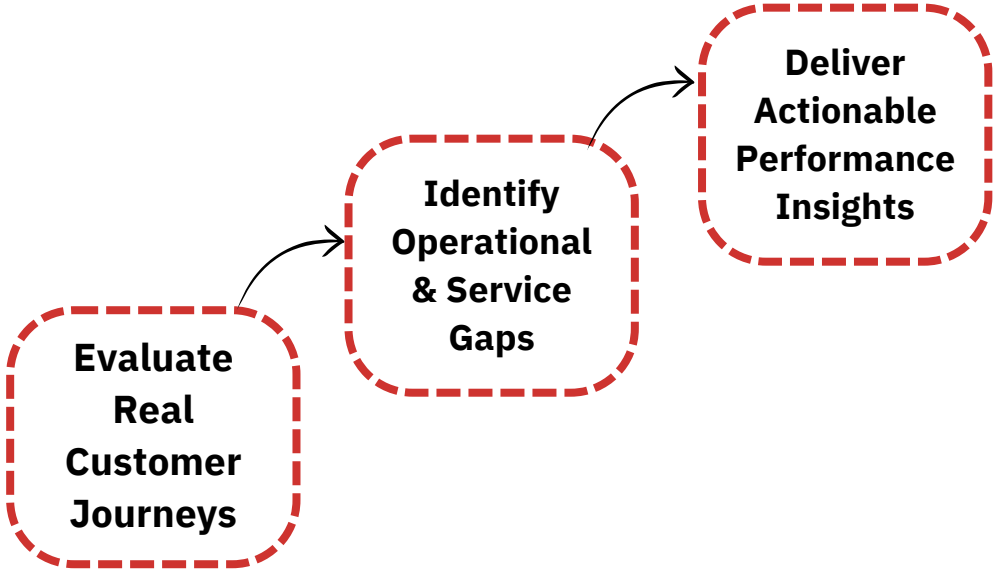
ENGINEERING & TECHNICAL
Engineering • Project Management • Quality • Maintenance

CUSTOMER & SERVICE
Customer Service • Customer Experience • Frontliners

LEADERSHIP
Managers • Heads • Directors • Senior Executives • C-Suite

Mystery Shopping

We help businesses uncover operational blind spots, evaluate real customer experiences, and see how they compare with competitors, so they can improve service execution, strengthen brand consistency and drive better sales performance.



The Results

Understand your Market

Compare your pricing, promotions, service and store experience with competitors, based on what real customers see.

Improved Conversion

Strengthen frontline com munication, upselling effectiveness & service delivery

Strengthen SOP Consistency

Ensure SOPs, service standards, and brand expectations are consistently executed across all branches and customer touchpoints.

Better Execution

Gain objective, data-driven insights that help improve accountability, operational efficiency, and overall executio n.

Frontliner Training

In industries such as retail, hospitality, F&B, banking, and other customer- facing businesses, frontliners play a critical role in shaping customer experience and influencing purchasing decisions.

“Customer service shouldn’t just be a department, it should be the entire company.”

Tony Hsieh, CEO - Zappos

CORE PROGRAM MODULES

- Service Excellence & Strategic Communication
- Customer Experience Excellence & Relationship Building
- Core Sales Fundamentals & Consultative Selling
- Revenue-Driven Upselling & Conversion Mastery
- Advanced Customer Resolution & Conflict Management
- Professional Presence & Brand-Ready Grooming
- SOP Compliance & Operational Consistency
- Brand-Culture Alignment & Value-Led Behavior
- Immersive Simulation & Live Role-Play
- Continuous Performance Coaching & Reinforcement

Client Portfolio























































Industries we serve

- Industrial & Manufacturing
- IT, Technology, Data & Risk, Fintech, EduTech
- Consumer, FMCG, Hospitality, Retail, Education
- Logistics, Supply Chain, Transportation
- Financial Services, Banking, Insurance
- Property, Construction, Interior, Design
- Healthcare, Pharmaceutical Wellness
- Renewable Energy Mining, Agribusiness



Ready to Build Stronger Teams and Better Business Performance?

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