



GUIDO SANTIAGO VOLPATO

Concierge & Translator

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ABOUT ME

Currently living in Tokyo, Japan and with over eight years of experience in customer service, education, and hospitality, I specialise in delivering high-quality service across fast-paced, multicultural settings. In Japan, I've worked as a senior English teacher and currently support VIP clients at a luxury members-only restaurant in Tokyo. My background includes roles at top establishments in both Japan and Argentina. I excel in creating meaningful experiences through adaptability, empathy, and cross-cultural communication.

EDUCATION

2023 - 2024	Line Yahoo Tech Academy Web Application Development Bootcamp
2004 - 2009	Instituto San Joaquin Bilingual High School Diploma

CERTIFICATIONS

- EF SET English Certificate (C2) 2024
- Japanese Language Proficiency Test JLPT N2 (B1) 2024
- CAE (C1), ESOL Examinations. University of Cambridge 2009

EXPERIENCE

04/2024 - 09/2025	Concierge & Translator Provided VIP service at a no-menu, members-only restaurant in Tokyo, serving top Japanese executives and international guests from luxury hotels. Acted as a trilingual liaison, ensuring smooth communication between clients and staff.
04/2022 - 03/2024	International Preschool Teacher Designed and implemented an engaging English curriculum for children aged 0-5, aligned with the school's Reggio Emilia-inspired teaching philosophy and educational goals.
03/2020 - 03/2022	Housekeeping Staff Coordinator Led and collaborated closely with the Slash Hotel housekeeping team, managing daily room cleaning operations and conducting detailed inspections to ensure impeccable quality and exceptional guest satisfaction.
02/2015 - 02/2020	Bellboy & Room Service Waiter Worked in hospitality roles including Bellboy and Room Service Server, warmly welcoming guests, assisting with luggage, and guiding them through hotel facilities. Managed food and beverage orders with efficient setup and delivery to guest rooms, consistently ensuring excellent communication and problem-solving to enhance the guest experience.
02/2012 - 12/2014	Customer Service Agent Worked as a Customer Service Agent handling inbound calls for Nextel, assisting clients with inquiries related to phone features, billing, and service issues. Delivered clear, efficient support while resolving problems and ensuring a positive customer experience.

SKILLS

- Organizational Skills
- Interpersonal Communication
- Adaptability
- Time Management
- Always willing to learn
- Team Player
- Problem Solving