

---

## IORI MATSUHIRA



TEL: 015901607792

E-mail:

[iorimatsuhira1990@gmail.com](mailto:iorimatsuhira1990@gmail.com)

### Language Skills

Japanese : Mother Tongue

English : Advanced

German : Basic

Linked in :

[www.linkedin.com/in/iori-matsuhira-bb64a3159](http://www.linkedin.com/in/iori-matsuhira-bb64a3159)

### Experience

**Japanese/English customer/opponent communication, translator (English-Japanese) COPYTRACK GmbH — February 2018-January 2020**

Kantstrasse 97  
10627, Berlin  
Germany

Communicating customer to use our system, opponent to provide solutions for their unlawful image use by offering subsequent image license. Writing Japanese/English photo related article and translate.

**Specialist/Technical Specialist, Apple Ginza, Tokyo, Japan — November 2016- January 2018**

Giving the best customer experiences to customers, showing feature and benefit of products and offer the best solution with the great store of knowledge about IOS products (iPhone, iPad, iPod) and Mac OS. Offer Apple business support and solution to customers to improve their business with apple and trying to give the best solution to the Japanese and international customers as Technical Specialist / Specialist

Organizing field trip for school teacher/student in order to give opportunity how Apple products help their study/teaching, also stimulate their interests.

**Wait Staff/ Room Service Attendant, Stamford Plaza Brisbane, Brisbane, Australia — September 2015-May 2016**

Serving/making drinks for the guests, personal service, Taking phone calls from guests and taking order, Cashier, making reservation of restaurant, creating good working environment for team member, promoting hotel facilities to the guests.

**Guest Relations Attendant, Conrad Tokyo, Tokyo Japan — December 2013-July 2015**

Serving/making drinks for the guests, personal service, bringing guest to their room and providing information of Japan and around Tokyo, making reservation

---

---

of restaurant, creating good working environment for team member, promoting hotel facilities to the guests, assisting guests' comfortable travel

**Front Desk Agent, Hotel Beniya, Nagano, Japan —May 2013-October 2013**

Checking in/out, greeting arriving guests and bidding them farewell, assisting welcome amenities, welcome VIP guests and escorting to room, giving information about surrounding area, making restaurant reservations, dealing with guests' complaints and solving them, creating English information for foreigners.

**Education**

Meiji University, Chiyoda, Tokyo — Degree of Law 2013

**Skills**

Highly skilled in greeting, registering, and assigning rooms to guests in a polite and resourceful manner

Great deal of knowledge about IOS and Mac, their Software

Highly skilled in solving issue.

Able to create good work environment for team members based with hospitality skills

In depth knowledge of building exceptional customer experiences through attitude and service

Over 2 years of solid experience in the hotel industry and total 6 years of customer service industry

Highly Skilled in listening to customers' need, offering what's the best for them.

**References**

**Ms. Akiko Takahashi, Executive Lounge Manager at Conrad Tokyo**  
E-Mail: [akiko.Takahashi@conradhotels.co](mailto:akiko.Takahashi@conradhotels.co)

**Mr Marcus Schmitt, CEO at COPYTRACK GmbH**  
E-mail: [marcus.schmitt@copytrack.com](mailto:marcus.schmitt@copytrack.com)

---

