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## Skills & Attributes

### *Intercultural and Communication Skills*

- 9 years working and studying in Japan
- **Fully bilingual in Japanese** (written and spoken) **and English**
- **15+ years interpreting and translating experience**
  - Wide range of experience: **sports, IT, insurance, finance, consulting, medical...**
- Flexible and adaptable communicator across corporate/sport/hospitality etc. settings
- Excellent multicultural and multi-ethnic communication and understanding
- Highly experienced at **hosting visitors** to NZ, especially **from Japan**

### *Relationship Management*

- Customer sales and liaison with a strong focus on satisfaction and repeat business
- Engaging networker that **builds** strong **relationships** to really understand customer requirements
- Grace under pressure (handling natural disasters, emergencies, last-minute changes)
- Overseeing end-to-end processes – negotiating with customers and factories, ordering, scheduling, logistics, local/international transport, sourcing, to delivery to end customer

### *Hospitality and Guest Management*

- 6+ years in service management
- Deep **understanding of sports cultures** (rugby, football) and the needs of different people involved with sport (athletes, coaches, administrators, sponsors)
  - Skilled in tailoring experiences to meet their diverse needs
- **Tour** organisation and execution – designing and running small and large group tours to ensure customer satisfaction
- **VIP hosting** and attendance – skilled in anticipating and accommodating needs and requests of VIP guests, including businesspeople, politicians, NGO leaders, sportspeople
- Assisting with food tours, restaurant visits for international guests to showcase NZ food culture/produce and learn from them

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# Employment Experience

NOVEMBER 2020-PRESENT

## National Operations Department / St. Pierre's International Ltd., Auckland

*In charge of all aspects of new staff training and onboarding for NZ's largest Japanese food chain*

*Responsible for improving internal staff communication and support for new shop opening*

*Instrumental in the setup and rollout of online staff training, a first for St. Pierre's*

### Achievements

- Established and rolled out TalentLMS-based staff training system. Developed all content, customised to the unique needs of the St. Pierre's group.
- Built staff buy-in and achieved high training completion rates
- Revamped, relaunched, and successfully promoted the staff magazine "Partners in Success" [stpierresmagazine.com](http://stpierresmagazine.com) to showcase staff achievements
- Redesigned company recruitment website [stpierrescareers.com](http://stpierrescareers.com) to address staff shortage
- Helped achieve smooth new restaurant opening by organising staff training sessions and implementing online booking, a first for the St. Pierre's group

### Responsibilities

- All aspects of new staff training, from updating existing materials, creating new materials including PowerPoint, shooting and editing video, online quizzes
- Building relationships with internal stakeholders such as directors, food safety department, customer service team, area managers, shop managers, front-line staff
- Constant improvement to staff training content and systems based on feedback from the front line
- Everything required to drive "Partners in Success", including writing articles, still/video filming and PR
- Reporting to directors and other managers regarding progress
- Implementing and improving online booking system to drive sales increase at new restaurants. Requires liaison between system vendors, restaurant managers, national operations managers, etc.
- Self-driven, multi-faceted, results-oriented role, requiring a flexible and highly-organised approach
- Any other tasks to support shop operations, often changing rapidly due to the COVID-19 environment

MARCH 2012-JUNE 2020

### **Team Lead - Translator/interpreter / Japanese Solutions Ltd., Auckland**

*As senior staff, I was in charge of all aspects of translation processes from end to end.*

*I was instrumental in managing customer requirements, and through upselling and relationship building, I grew the business' client list and revenue. This was done remotely and through various trips to Japan.*

*Reason for leaving: Redundancy due to Covid-19*

#### **Achievements**

- Consistent track record of meeting deadlines and sustaining superior-quality service and product
- Improved and systematised scheduling and quality management systems
- Achieved engagement from all staff and changed attitudes toward quality and proficiency
- Leveraged staff's varied knowledge and experiences, increasing collaboration and efficiency
- Highly rated by corporate and VIP customers for deep Japanese language skills/cultural knowledge
- Achieved significant rates of repeat business and very few claims/complaints

#### **Responsibilities**

- All aspects of translation processes from customer liaison, taking orders, allocating work to team, complex translation duties, quality control, delivery to customers and follow-up
- Relationship building and customer service (upselling existing customers to more volume and developing new customers)
- Invoicing and other accounts work
- "Sole charge" interpreting across a wide range of settings – nutrition and food, sport, VIP hospitality, corporate, medical, government – requiring a flexible and highly-professional approach
- Conducted staff induction training and continuous improvement support
- Lead by example to build a strong team culture of discipline and lead time management
- Meeting and exceeding daily targets and KPIs to ensure business' financial success
- The go-to person for time-sensitive and urgent projects – doing whatever necessary to meet deadlines and ensure customer satisfaction

OCTOBER 2019 - NOVEMBER 2019

### **Operations Liaison / All Blacks Tours, Tokyo**

*Conducted fortnightly Japanese language and culture lessons for the year before the Rugby World Cup to get All Blacks Tours staff up to speed with the work environment.*

*Reason for leaving: short-term contract for the 2019 Rugby World Cup*

#### **Achievements**

- Leveraged fluent Japanese and extensive in-market knowledge to deliver great customer experiences
- Interpreted in hospital for critically ill customer during RWC final (who has made a full recovery)
- Flexibly responded to unexpected situations, defusing tensions and delivering smooth outcomes
- Highly rated by customers for ability to convey Japanese cultural knowledge and create unique itineraries to suit their personal preferences
- Contributed to the successful delivery of the All Blacks Tours Rugby World Cup 2019 programme (total ~2,000 NZ rugby fans visiting Japan)
- Took over running tour to Okinawa at last minute, liaising with hotels and local suppliers and personalised concierge services to deliver superior customer experiences

## **Responsibilities**

- Being the face of ABT at hotels, running daily tour desk to provide tailored information/advice
- Liaising with staff running three tours and ensuring that all goals and schedules were met
- Running another tour (liaising with hotel staff, bus driver etc.), providing commentary and guiding to enrich the tour experience
- Go-to person for Japan-specific knowledge. Troubleshooting and interpreting wherever necessary
- Game-day customer guiding and crowd management

APRIL 2006 – AUGUST 2011

## **Operations Manager/CEO / WRS Japan, Saitama, Japan**

*Responsible for all aspects of business operations and product/service delivery. Highly varied, open-ended role. Company has apparel, interpreting and player management divisions; simultaneously worked in all three. Reason for leaving: Relocated to New Zealand*

### **Achievements**

- Built apparel business from scratch; established brand in highly-competitive Japanese market
- Successfully minimised out of stocks, cut costs, found and developed new factories
- Retained key accounts and developed new major customers
- Increased revenue, market reach, and clientele exponentially by upselling, relationship building and cross-selling
- Adapted overseas styles to Japanese tastes, and developed fresh designs
- Created fully-customised products for Japanese teams
- Systematized processes and procedures to run more efficiently
- Conducted factory visits in Japan/China/Australia, liaised with suppliers/logistics companies
- As team interpreter, proactive 'education' of players ensured no major discipline or other issues during a period of many scandals involving foreign sportsmen
- Invited to interpret for Japan Rugby Football Union's youth development program (ATQ). Also assisted Japan National Team coaching staff

### **Responsibilities**

- Overall KooGa brand direction in Japan, external liaison with global brand owner
- Developing sales plans to meet global brand owner's royalty KPIs
- Managing extensive client portfolio including corporate, university and high school teams plus retail
- All importing. Successfully minimised out of stocks, cut costs, found/developed factories
- All transportation including LCL/container arrivals, Customs clearance, domestic delivery
- Maintaining accurate, timely documentation on processes and stock
- Negotiating, design, take sizes, order and deliver fully-customised teamwear, introduce new designs
- Accounts – invoicing, cashflow management, accounts payable
- Interpreter/foreign player liaison for Secom RFC (2006-08), and Suntory Foods RFC (2009)
  - Responsible for all aspects of foreign player and family support. Always on call
  - Interpreting attendance at matches, practice, training camps
  - Enable players to focus on rugby performance with lifestyle issues taken care of
- Player management
  - Assist in recruitment of professional rugby players of many teams from overseas and their relocation to Japan. Ensure smooth relocations to Japan and returns home
- Website development and maintenance

MAY 1999 – JUNE 2000

**Territory Merchandiser / Johnson & Johnson (New Zealand) Limited, Hamilton**

*Front-line FMCG marketing. Reason for leaving: Relocated to Japan*

**Achievements**

- Worked with supermarket managers, shop floor staff etc. to ensure consistent brand exposure and successful promotions
- Minimised out of stocks and grew sales
- Assisted sales rep in meeting territory sales targets

**Responsibilities**

- Assist Waikato territory sales representative in all aspects of FMCG sales and marketing
- Provide a frequent, friendly company presence in store to secure and grow brand exposure
- Provide detailed and timely reporting to sales rep to increase his work efficiency
- Work with a high degree of autonomy and initiative

## Education

**November 2012**

**NAATI (Australian National Accreditation Authority for Translators and Interpreters)**

Professional Translator exam pass. One-Way Translator (Japanese to English)

**July 2011**

**Japanese Language Proficiency Test Grade N1**

JLPT (benchmark Japanese language) exam pass at highest level available

**April 2003-March 2006**

**University of Tsukuba, Ibaraki, Japan**

Studied towards Master of Sociology on Japanese government scholarship

**February 2002-February 2003**

**Master of Arts (Asian Studies) with Distinction, University of Canterbury**

Thesis title: Soccer and Transformation in Contemporary Japan

Included three-week research tour to Japan

**March 1997-November 2001**

**Bachelor of Management Studies (Hons, 1st Class), University of Waikato**

Majors: Economics and Japanese

Included nine-month exchange, homestay at Kansai Gaidai University, Osaka, Japan

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## Licences/Memberships

**November 2012 onwards**

**New Zealand Society of Translators and Interpreters**

Full Member (Translator), Associate Member (Interpreter)

**July 2012 onwards**

**New Zealand driver's licence with P endorsement**

Licensed as commercial/professional driver for small passenger service vehicles

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## Interests

Community contribution (chair of the [Ellerslie Residents Association](#)), exploring community markets and urban areas, cycling, running, travel, sport