

AGUSTÍN CALANDRI

+64 290 433 1245 · agustincalandri@hotmail.com · Working Holiday Visa

MULTILINGUAL TOUR GUIDE & CUSTOMER-FACING PROFESSIONAL

Spanish (Native) · English (Fluent) · Italian (Fluent) · Portuguese (Intermediate)

Experienced international traveller, tour guide and customer-facing professional with a background in tourism, hospitality, human resources and outdoor work. Led sightseeing experiences in Tokyo for visitors from around the world, delivered F&B service at high-profile events in Sydney, and supported multinational recruiting operations at Accenture. Confident communicating with multicultural groups and equally comfortable in fast-paced office or outdoor environments.

WORK EXPERIENCE

Waiter | Francesca's Italian Kitchen · New Zealand · April 2026 – September 2026

- ▶ Provided attentive table service in a busy Italian restaurant, taking orders, serving food and drinks, and ensuring a positive guest experience.
- ▶ Worked efficiently as part of a fast-paced team while maintaining high standards of customer service, communication, and attention to detail.

Ski Rental Technician & Snowboard Equipment Assistant | NBS · Hakuba, Japan · Nov 2025 – Mar 2026

- ▶ Provided international tourism customer service to guests from around the world at a major ski resort
- ▶ Assisted visitors — including Spanish and Italian speakers — with equipment fitting and resort orientation

Tour Guide & Vehicle Operator | Monkey Kart · Tokyo, Japan · April – October 2025

- ▶ Led international tourist groups on themed go-kart city tours through the streets of Tokyo
- ▶ Delivered safety briefings and live commentary in English, Spanish and Italian to guests from around the world
- ▶ Managed group safety and vehicle logistics in a high-traffic urban environment with zero incidents
- ▶ Created memorable guest experiences through cultural storytelling, humour and personalised service

Cellar Hand | Dandelion Vineyards · McLaren Vale, Australia · Jan – Mar 2025

- ▶ Forklift and telehandler operation, machine and pump operation, tank cleaning and sanitation during harvest season

Facilities Operator | Civeo · Middlemount, Australia · Jul – Dec 2024

- ▶ Forklift and telehandler operation for deliveries, gardening, waste management and daily problem solving

Groundsman & Maintenance | Blackdown Station · Blackwater, Australia · Feb – Jun 2023

- ▶ Grounds maintenance, invasive species control, heavy-duty cleaning and waste management in remote conditions

Food & Beverage Assistant | Hospitality Agencies · Sydney, Australia · June 2022 – January 2023

- ▶ Delivered F&B service across restaurants, bars and large-scale events in Sydney through hospitality staffing agencies
- ▶ Selected to work at the Australian Open at Supernormal Restaurant, providing high-end service in a premium event setting
- ▶ Developed strong customer service, communication and teamwork skills across diverse hospitality venues

HR Recruiter | Accenture · Buenos Aires, Argentina · 2021 – January 2022

- ▶ Supported the client's Recruiting team across Latin America, with a strong focus on headhunting candidates for projects based in the United States
- ▶ Partnered with Talent Acquisition Leads and Hiring Managers in role profiling sessions to identify search improvements and report on market challenges
- ▶ Tracked all selection process stages in Accenture and client ATS systems, generating insights and historical reporting
- ▶ Proactively identified process improvements to increase the scalability and quality of the recruiting operation

EDUCATION

Bachelor's Degree in Psychology | Universidad del Salvador · Buenos Aires, Argentina

SKILLS & LICENCES

GUIDING, HOSPITALITY & OFFICE	LICENCES & CERTIFICATIONS
▶ Group leadership & guest experience management ▶ F&B service — events, restaurants & bars ▶ Receptionist & front-of-house customer service ▶ HR recruiting & candidate management (ATS) ▶ Problem-solving & adaptability under pressure	▶ Full Driver's Licence (New Zealand) ▶ Forklift Driver's Licence (Australian) ▶ Telehandler Licence (Australian) ▶ First Aid Certificate ▶ Working at Heights (Australian Mining) ▶ Confined Spaces & Gas Tester (Australian Mining)