

# YURI KATAYAMA BRAGA DE CARVALHO

yurikbcarvalho@gmail.com | 236-591-7621 | Vancouver, BC

---

Dynamic and results-oriented hospitality professional with extensive experience in delivering exceptional customer service and creating memorable guest experiences. Demonstrated expertise in managing high-volume service environments, including fine dining, event coordination, and front-of-house operations. Adept at anticipating guest needs, resolving issues efficiently, and providing personalized service to enhance satisfaction and loyalty. Proven ability to lead teams, streamline operations, and implement best practices to achieve operational excellence. Committed to upholding the highest standards of professionalism, attention to detail, and customer care.

Adaptability	Communication	Customer Focused
Problem Solving	Attention to Detail	Team Player

## EXPERIENCE

### **Dishwasher - Belgard Kitchen, Vancouver, BC**

Oct 2023 - Present

- Efficiently wash and sanitize dishes, glassware, utensils, and kitchen equipment using commercial dishwashers and manual cleaning methods, ensuring compliance with health and safety standards.
- Maintaining a clean and organized dishwashing area, including regularly emptying trash, cleaning sinks, and mopping floors to uphold a hygienic work environment.
- Work closely with kitchen and service staff to ensure timely and efficient turnaround of dishes and utensils, contributing to smooth kitchen operations and prompt service.
- Inspect dishes and utensils for cleanliness and proper sanitization before returning them to service areas, ensuring all items met high standards of hygiene and presentation.

### **Event Technician / Warehouse Worker - Show Time Events Display, Vancouver BC**

July 2023 - Present

- Coordinate the setup and dismantling of event displays, booths, and equipment, ensuring all components were assembled correctly and met client specifications for various events and exhibitions.
- Communicate with clients and event coordinators to understand their needs, provide updates on progress, and address any issues or changes in requirements to ensure client satisfaction.
- Work collaboratively with team members and other departments to ensure seamless event execution, including coordinating tasks, sharing information, and supporting each other during peak periods.

### **Event Staff (On Call) - Drake International, Vancouver BC**

June 2023 - Present

- Provide on-call serving support for a range of events, including corporate functions, weddings, and social gatherings, ensuring high-quality service and guest satisfaction.
- Greet guests warmly, take drink and food orders accurately, and deliver items promptly while maintaining a professional and courteous demeanor throughout the event.
- Serve food and beverages according to event specifications, including handling special dietary requests and ensuring all items are presented attractively and served at the appropriate temperatures.
- Demonstrate flexibility by adapting to varying event sizes and types, quickly responding to on-call assignments, and adjusting to the needs of each event as required.

### **Racing Jockey Room Runner (Seasonal) - Hastings Racecourse, Vancouver BC**

May 2023 - Present

- Demonstrate the ability to work efficiently in a fast-paced environment, adapting quickly to changing needs and ensuring timely support to meet the demands of a busy race schedule.
- Efficiently manage and deliver sensitive and confidential documents within the office, ensuring secure and timely processing.
- Deliver high-quality customer service to clients, addressing inquiries, resolving issues, and maintaining a professional demeanor to enhance client satisfaction.

### **Event Staff (On Call) - BBW International, Vancouver BC**

February 2023 - Present

- Provide on-call support for hosting and managing events at prominent venues such as BC Place and Rogers Arena, ensuring seamless execution and a positive experience for all attendees.
- Deliver exceptional customer service by greeting guests, assisting with inquiries, and addressing any concerns or issues promptly to enhance overall event satisfaction.
- Assist with the setup and teardown of event spaces, including arranging seating, equipment, and decor, ensuring that all areas are prepared and maintained according to event specifications.
- Adhere to all health and safety regulations, including proper crowd management and emergency procedures, to ensure a secure and compliant environment for both staff and attendees.

### **Unity Developer and Game Designer - Freelancer, Rio de Janeiro, Brazil**

February 2017 - February 2023

- Designed and implemented advanced tools and scripts to streamline and enhance game development processes, improving efficiency and facilitating more effective workflow management.
- Analyzed and fine-tuned gameplay mechanics to achieve balanced and engaging user experiences, leveraging data-driven insights to enhance player satisfaction and game performance.
- Worked closely with game designers, artists, and programmers to integrate tools and scripts into the development pipeline. Facilitated effective communication and collaboration to ensure that tools and gameplay adjustments met the needs and objectives of all stakeholders.

### **Game Development Instructor - Happy, Rio de Janeiro, Brazil**

February 2019 - August 2022

- Delivered comprehensive instruction on game development principles and methodologies, including programming, design, and project management.
- Fostered a collaborative learning environment by mentoring students, providing feedback, and tailoring instruction to meet diverse learning needs, thereby enhancing their technical skills and industry knowledge.
- Developed and presented detailed educational materials, including presentations, workshops, and instructional documents, to effectively communicate complex game development concepts.
- Prepared thorough reports and documentation to track student progress, assess learning outcomes, and provide actionable insights for curriculum improvements.

### **Unity Developer and Game Designer - Overclock Entretenimento, Rio de Janeiro, Brazil**

February 2019 - June 2021

- Designed and developed complex gameplay mechanics to craft immersive and engaging gaming experiences.
- Leveraged advanced programming techniques and industry best practices to ensure seamless integration of features, including character controls, interactive environments, and dynamic systems, thereby enhancing overall player immersion and enjoyment.
- Conducted in-depth analysis and fine-tuning of various game design elements, such as difficulty levels, progression systems, and in-game rewards, to achieve an optimal balance between challenge and satisfaction.
- Utilized player feedback and performance metrics to iteratively adjust and refine game mechanics, ensuring a rewarding and compelling experience for players of all skill levels.

**Unity Developer & Team Leader - Broken Joystick Interactive**, Rio de Janeiro, Brazil

February 2014 - December 2017

- Spearheaded a team of developers, overseeing the coordination and execution of tasks to ensure successful project delivery.
- Facilitated effective communication and collaboration among team members, established clear project goals and timelines, and implemented best practices in project management.
- Monitored progress, provided guidance, and addressed any issues to ensure that project milestones were met on schedule and within budget.

**User Support Technician - Seiko Informatica**, Rio de Janeiro, Brazil

October 2012 Oct - February 2020

- Expertly assembled, configured, and maintained computer systems and laptops, ensuring optimal performance and reliability.
- Conducted thorough diagnostic assessments and system upgrades to enhance functionality and meet specific customer requirements, thereby ensuring high standards of operational efficiency.
- Provided outstanding customer support by addressing technical issues, troubleshooting hardware and software problems, and offering tailored solutions to resolve concerns effectively.
- Maintained a focus on customer satisfaction by delivering prompt, professional service and ensuring all interactions contributed to a positive and supportive customer experience.

**Sales Associate and Cashier - Seiko Informatica**, Rio de Janeiro, Brazil

June 2010 - February 2020

- Delivered high-quality customer service by assisting clients with product selection, offering informed recommendations, and addressing inquiries to support informed purchasing decisions.
- Demonstrated a deep understanding of product features and benefits, ensuring a personalized and satisfactory shopping experience.
- Managed retail transactions efficiently by accurately processing sales, operating the cash register, and handling payments.
- Ensured precise transaction recording, balanced cash drawers, and adhered to financial procedures to maintain accuracy and integrity in all financial operations.

## EDUCATION

**Arbutus College**, Vancouver, Canada

**Professional CO OP Diploma in Business Management**

January 2023 - December 2023

**Estácio de Sá University**, Rio de Janeiro, Brazil

**Diploma in Game Development**

January 2012 - September 2015

## LANGUAGES

- Bilingual fluency in English and Portuguese.