

Murilo Modena Boscato

Brazil | +55 49 9902-3504 | murilo@modenaboscato.com
Food & Beverage Outlet Manager
Available immediately | Weekends and public holidays

PROFESSIONAL SUMMARY

Service-centric hospitality and operations professional with hotel guest-service experience and current responsibility for coordinating personnel routines for more than 1,500 employees. Experienced in guest communication, team coordination, service standards, complaint handling, SOPs and cross-department workflows. Brings strong interpersonal skills, multilingual communication and a luxury-minded approach to supporting memorable guest experiences and colleague engagement.

RELEVANT STRENGTHS FOR THE ROLE

Guest experience, loyalty, service excellence and luxury hospitality standards;
Team coordination, colleague engagement, staff motivation and team briefings;
Complaint handling, service recovery and professional guest communication;
SOPs, service consistency, productivity and cost-awareness;
Upselling, guest enquiries and revenue-generation mindset;
English fluent, Spanish advanced and Portuguese native.

PROFESSIONAL EXPERIENCE

Municipality of Xanxere | General Coordinator of Personnel Management

Apr 2025 - Present

Coordinate daily personnel routines for more than 1,500 employees, including schedules, staff records and internal service requests.

Supervise workflows across departments, follow up priorities and support consistent standards and timely service delivery.

Maintain confidential documentation and standard operating procedures with accuracy, discretion and professionalism.

Resolve staff enquiries and operational issues in an environment where prompt responses and clear communication are essential.

Municipality of Xanxere | Administrative Assistant - HR Department

Jul 2023 - Apr 2025

Processed HR documents, organised employee files and supported daily office operations using Microsoft Office and HR systems.

Supported onboarding, benefits enrolment and staff and visitor enquiries with a helpful, service-oriented approach.

Maintained physical and digital records using consistent procedures, supporting accurate information flow across the team.

KNN Idiomas | English and Spanish Teacher

Aug 2019 - Aug 2021

Delivered English and Spanish classes, adapting communication to different personalities, confidence levels and learning needs.

Organised classroom routines and maintained a productive, respectful environment.

Developed coaching, presentation and motivation skills relevant to team briefings, colleague development and guest interaction.

Seville Park Hotel | Administrative Services Apprentice

Mar 2018 - Jul 2019

Supported front-desk, reservation and hospitality operations during high-traffic periods, handling telephone enquiries, check-in records and guest information.

Assisted with guest complaints and service recovery by responding promptly and coordinating with housekeeping to restore guest satisfaction.

Supported shift coordination, team briefings and cross-department communication to maintain consistent service standards.

Promoted hotel services and upselling opportunities while maintaining professional presentation and food safety awareness.

EDUCATION

Faculdade Iguacu, Brazil | Postgraduate Specialisation (Lato Sensu) in Administrative Law | 2026;
Unochapeco - Community University of the Region of Chapeco | Bachelor's Degree, International Relations | 2025.