

# Maria Neto

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📍 **Boksburg, South Africa**

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## PERSONAL DETAILS

**Nationality** : South African / Portuguese  
**Gender** : Female  
**Languages** : English, Portuguese and Afrikaans

## OBJECTIVE

As a highly motivated and dedicated individual with a strong work ethic, I am eager to secure a challenging role that utilizes my skills and experience to contribute to the success of a dynamic organization. With a proven track record of effectively managing teams, driving business growth, and delivering exceptional customer service, I am confident in my ability to make a valuable impact. I am a quick learner, a team player, and a strong leader with excellent communication and interpersonal skills. I thrive in fast-paced environments and am comfortable working under pressure to meet deadlines. With my extensive experience in management, sales, and administration, I am well-equipped to take on new challenges and pursue opportunities for growth and development.

## TERTIARY AND SECONDARY EDUCATION

- Eacola secundaria da Maia Porto Portugal **1987 Matric**
- Sacred Heart College **Std 6 and 7 (Left Portugal after that)**
- HFPA - Health Fitness Professional Academy **2010 - 2011 Sports massage**
- HFPA - Health Fitness Professional Academy **2010 - 2011 Personal Training**

## SKILLS

- Management skills
- Ability to work under pressure
- Effective Time management
- Excellent customer service
- Attention to detail
- Computer Literature skills

## WORK EXPERIENCE

The Chocolate Factory by Beyers (2025)

### FOH Manager

- Managed the daily running of the café, ensuring excellent customer service.
- Controlled bookings, walk-ins, and functions to maximize revenue.
- Maintained high standards of quality and presentation in the café.
- Trained and mentored staff to enhance their skills and knowledge.
- Coordinated with the kitchen team to ensure efficient food preparation and delivery.
- Implemented strategies to increase customer satisfaction and loyalty.

Jajays Liquor (2024)

### Manager

- Prepared and sent invoices
- Received stock and handled large amounts of cash
- Assisted at the Shell petrol station, owned by the same employer
- Performed morning tank dips and readings
- Received and recorded diesel and petrol deliveries
- Maintained accurate records of stock and sales

Trinity Cafe (2012-2024)

**Business Owner**

- Spearheaded daily operations, staff management, and customer service excellence
- Oversaw inventory management, financial planning, and marketing strategies to drive business growth
- Managed the overall operations of a bustling coffee shop, overseeing daily activities and implementing strategies to drive business growth and customer satisfaction
- Procured all goods and services, ensuring quality and cost-effectiveness
- Developed and adapted menus to meet seasonal demand and customer feedback, ensuring a dynamic and appealing offering
- Led and mentored a team of staff, providing guidance and support to enhance their skills and achieve business objectives

Effective Sales Marketing (2023)

**Personal Assistant**

- Assisted the owner of The Art of Expression (cafe, hair studio, and clay cafe)
- Stepped in to sort out the store and implemented changes to increase profitability
- Organized functions, purchased stock, and changed menus
- Dealt with staff, payroll, and customer service
- Implemented effective sales and marketing strategies
- Analysed sales data and made recommendations for improvement

Nightclub (2011)

**Manager**

- Managed entrance and bar cashiers
- Prioritized customer satisfaction
- Collaborated with security personnel to ensure a safe and enjoyable environment
- Oversaw operations and implemented strategies to increase revenue and customer loyalty
- Coordinated events and promotions to drive business growth
- Managed staff and ensured excellent customer service

Road Bull Construction (2007-2011)

**Internal Sales**

- Sourced new sales opportunities through inbound lead follow-up and outbound cold calls and emails
- Understood customer needs and requirements
- Routed qualified opportunities to the appropriate sales executives for further development and closure
- Closed sales and achieved quarterly quotas
- Researched accounts, identified key players, and generated interest
- Maintained and expanded the database of prospects within the assigned territory

\*Sunrise Sweets (1992-2007)

**Administration**

- Managed wages and salaries
- Performed bookkeeping tasks
- Handled accounting administration with precision and attention to detail
- Coordinated procurement activities to ensure efficient supply chain management
- Planned company events and launches
- Handled banking and supervised cashiers

Morkels (1990-1992)

**Accounts Administrator**

- Worked as a receptionist for the Eastgate branch, screening calls, and directing clients to the appropriate department
- Assisted with financial administration
- Managed accounts and performed data entry to support the accounting team
- Handled debt collecting and ITC checks
- Controlled stock and ordered according to demand
- Maintained accurate financial records

**REFERENCES:**

**REFERENCES AVAILABLE UPON REQUEST DUE TO CONFIDENTIALITY**