

Nathalia Brandao

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OBJECTIVE

As new challenge on my career I am looking for a full-time job on a more administrative position as administrative or personal assistant, receptionist, customer service consultants or similar.

PERSONAL STATEMENT

I am a dedicated, organized and proactive person with a track record of hard work and positive attitude. Always willing to learn, I'm looking for a suitable opportunity to build on my knowledge, develop as a person and grow with the company.

Graduated in Culinary Arts and postgraduate in Italian Cuisine, I always had a passion for coffee and after working in several restaurants I decided to follow my passion and started working in coffee shops. Finally, my latest job was as a Wedding Planner in my hometown, working with social events organization, where I could improve my interpersonal and organizational skills.

I'm currently on a partner work visa in New Zealand (that expires on 2022) and I would like to work with an organization that provides me an opportunity to grow and exploit my potential in the administrative field, a company where I could use and enhance my knowledge and talent for the development of both organization and myself.

TECHNICAL SKILLS

- Knowledge of Microsoft applications including Word and Excel
- Native Portuguese and intermediary level of English and Italian languages, with good understanding and communication
- Full driver licence NZ
- Experience using POS systems
- Familiar with Xero and data entry

PERSONAL SKILLS

- Great customer service with strong communication skills
 - Interpersonal skills such as helpful, proactive, patient and easy-going
 - Ability to work well in a team and independently
 - Organized and capable of multi-tasking with attention to detail
 - Flexibility to do different tasks, adaptable and approachable
 - Ability to follow procedures correctly and fast learner
 - Friendly and polite, highly professional and reliable
 - Time management skills and strong organizational skills
 - Thinking skills such as problem-solving, decision making and the ability to deal with the unexpected
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WORK HISTORY

Mojo Coffee Bledisloe

Auckland, NZ
May 2019 – Mar 2020

Trainee Manager

- Supervising front of the house team members, monitoring their performance and giving training when required ensuring service standards and customer satisfaction
- Management reports and COG's: data entry, weekly staff roster and wage costs, invoicing, working with budget.
- Cash handling and operating POS system; opening and closing the store, banking
- Stock management: ordering, receiving, storing and distributing goods to other stores
- Customer service: greeting and seating customers, taking orders, preparing and serving coffees and foods, dealing with customer complaint

MN Brandao

Penapolis, Brazil
Mar 2016 – Apr 2019

Wedding Planner and Business Partner

- Understand the clients' vision for the event; discuss and plan the scope of the event, including time, location, cost; find venues and suppliers such as DJs, bands, photographers, buffet; schedule meetings with clients and vendors when needed
- Conduct market research, gather information and negotiate contracts prior to closing any deals; ensure that all contracts are in order and that all parties involved are meeting their obligations; deal with payments and deposits
- Being on the venue on the day of the event monitoring event activities to ensure everything goes to plan; coordinating the reception timeline; deal with any difficulties that occur before, during and after the event.

Avenida Supermarket

Penapolis, Brazil
Mar 2016 – Mar 2017

Retail Sales Supervisor

- Responsible for managing a retail staff within a business; Coordinates the shipping of goods, sets up displays, assists customers and staff during business hours, ensuring that the store is clean and orderly, and making sure shelves are stocked; Manage products storage and rotation activities and perform inventory control.

Sofá Café - Coffee Shop

Sao Paulo, Brazil
Nov 2014 – Feb 2016

Manager

- Set up and coordinate the front of the house and kitchen operations, working also as a barista and customer service
- Stock management and purchase orders
- Responsible for staff roster, hiring new employees and dismissal
- Cash handling and operating POS system; opening and closing the store

QUALIFICATIONS

SENAC

Aguas de Sao Pedro, Brazil
2008 - 2009

Culinary Arts Degree

ALMA International School

Parma, Italy
Feb – Dec 2012

Advanced Course in Italian Cuisine

REFEREES

Louise Lamyay Lukas

Chef at Mojo Coffee
021 0251 2117

Matt Goodison

RH at Mojo Coffee
021 577 895