
LUISA DA MATA

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ADDRESS

Glendower Golf Estate
Dowerglen
Johannesburg

Profile

I am extremely dedicated, hardworking, pay attention to detail and strive to do my best. I have just completed a bookkeepers course through UCT and achieved excellent results and thoroughly enjoyed the challenge and experience. My experience in Real Estate and Leisure Property has enabled me to develop strong customer communication skill.

Skills:

Soft Skills: Communication, Dependability, Teamwork, Organization, Empathy, Integrity, Willingness to learn, Time management, Problem solving, Work ethic, Emotional Intelligence

Software Applications: CRM, Excel, Galileo, Mac, Microsoft Office, Microsoft Word, Power Point, QuickBooks

Bookkeeper - Barcelos Bedfordview - 2020 - present

- Record and maintain the business's daily financial transactions.
- Run payroll.
- Process payments.
- File tax returns
- Organise, collect, and store the business's financial records.
- Produce financial reports.
- Handle accounts receivable and payable.
- Perform stocktake.
- Place stock orders.

Member Liaison - Game of Life - 2015-2017

- Increased revenue and supported business goals by developing relations strategies and campaigns.
 - Answered calls and emails timeously, addressed members inquiries, solving problems and providing product information.
 - Trained new personnel regarding company operations, policies and services.
 - Maintain and update CRM and booking platform
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- Processed bookings and ensure payments were reconciled with finance team.
 - Liaised with sales, marketing and management teams to develop solutions.
 - Prepared customer invoices accepted payments and processed refund.
 - Provided high level of customer service to each person by engaging member and using active listening and effective interpersonal skills.
 - Provided follow through on all inquiries.

Real Estate Agent - Aida Real Estate - 2001-2009

- Managed contracts, negotiations and all aspects of sales to finalise purchases.
- Followed up with prospective buyers regarding incentives form new developments in surrounding area.
- Represented buyers and sellers of developed and underdeveloped properties.
- Developed and maintained relationships with clients through networking, postcards and cold calling.
- Marketed and sold property by hosting open houses and advertising.
- Liaised between buyers and sellers to provide positive experiences for both parties.
- Created and implemented marketing plans to drive sales.
- Communicated with clients to understand property needs and preferences.

Secretary - Multiscrew - 1990-1995

- Delivered administrative support to office staff, promoting excellence in office operations.
 - Communicated with customers to confirm deliveries and respond to enquiries.
 - Answered and directed calls using multi-line switchboard.
 - Managed office inventory.
 - Answered telephone calls to field inquires from clients, vendors and various other callers seeking information.
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- Completed accurate daily reports and invoices.
 - Reviewed and balanced bank deposits and deposit report.

Bank Clerk - Barclays Bank - 1986-1989

- Monitored customer behaviours and upheld strict protocols to prevent theft.
- Assisted customers with setting up or closing accounts.
- Enthusiastically greeted customers and offered dedicated service during entire transaction.
- Built and strengthened customer relationships.
- Accessed computerised financial information to answer questions related to specific accounts.

Travel Consultant - Oceanair Travel - 1984-1986

- Supervised payments via credit and debit cards and handled all sensitive information with professionalism and discretion.
- Advised clients on visa, passport and security requirements relating to destinations.
- Responded to client's questions and issues and found appropriate solutions when needed.
- Kept abreast of all airline rules and fares.
- Completed accurate reservations for business travellers at point of sale.
- Maintained operational proficiency in coordinations flights, accommodation, hotel and car rental for clients.
- Maintained and updated corporate travel profiles with current information.
- Responsible for processing all flight refunds and ticketing.

Education

Sacred Heart College - Grade 12

Witwatersrand Technikon - Tourism and Secretarial

University of Cape Town - Bookkeeping

The TEFL Academy - Level 5 TTA

Languages

English & Portuguese

Additional Information

Participated in voluntary work at Observatory Primary School and care deeply about children's early literacy education.

Trainee teacher in Spanish dancing
