Curriculum Vitae 

**Andrea Das Neves**

PERSONAL INFORMATION

Date of Birth: 20 August 1967

Place of Birth: Cape Town

Nationality: South African

Identity Number: 6708200023085 (55yrs old)

Languages Spoken: English

Drivers Professional Driving Permit: Yes

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PROFILE

I am an enthusiastic, self-motivated person with a friendly attitude who enjoys working with people. Passionate about conservation and working in remote places. I have acquired good management skills and create good working relationships with staff, disciplining and training as well as motivating and creating a happy working environment. Customer and guest relations comes very naturally to me, and I enjoy making the guests experience or stay fantastic. I like to be organised, professional and practice a very neat office area. I can manage reservations, front office as well as general managing of the hotel, staff meetings, overlook a maintenance schedule as well as marketing and increasing the bookings. I also have over 20 years’ experience in tourism sales and marketing and over the years have built up good relationships with tour operators and agents in Cape Town.

TOURISM INDUSTRY AND HOSPITALITY EXPERIENCE:

General Manageress, Guest Relations, Front Office, Sales and Reservations Manager in Zanzibar for 3 and a half years responsible for handling enquiries, reservations, customer relations, making sure guests are well taken care of, assisting with site inspections, entertaining, attending tourism shows worldwide, responsible for increasing the bookings and promoting the hotel to corporate and tourism related companies. Managing the online bookings and platforms. For 1 year during 2020/21 I worked in the Timbavati (Greater Kruger National Park) as Front office manager, housekeeping rosters, assisting with purchasing, managing maintenance, relief management during the Christmas period.

Travel consultant for 14 years, booking outbound holidays for businessmen, leisure clients, corporate group bookings and conferences.

Tour Operator for 2 years, dealing with incoming groups from all over the world.

Tourism Sales and Marketing for 15 years I have been involved with marketing and promoting different countries, establishments, and tourism related products. Over the years I have built strong relationships with inbound and outbound tour operators and agents and have a good reputation in the tourism industry. I have gained experience doing workshops, tradeshows, and international expos which I have always enjoyed doing.

WORKING EXPERIENCE

01 June 2022 – 15 Oct 2022 Live in caring work in the UK with Helping Hands

01 October 2020 – 30 Oct 2021 1 year relief General management at Umlani Bushcamp in the Timbavati

01 Feb 2018 – 30 Sep 2020 General Manager of reservations, operations and Sales and Marketing of Cape Sidecar Adventures in Cape Town.

March 2017 – 01 Feb 2018 GM at Matemwe Beach Village Zanzibar. Doing everything. Reservations, ordering, maintenance, and Guest relations.

Dec 2015 – March 2017 Sales and Marketing Manager, Guest relations and Reservations, at Azanzi Beach Hotel Zanzibar

Dec 2014 – Nov 2015 (1 year) Reservations, Customer Relations, Front office Manager and Sales and Marketing manager at Sunshine Marine Lodge Zanzibar

2013 – Dec 2014 (23 Months) Sales Executive in Cape Town for Development Promotions Travel Marketing Professionals representing 15 different upmarket cruise liners

2012 -2013 (1 year contract) General Manager of Cape Sidecar Adventures Cape Town

2007 - 2014 Marketing Representation: Free Spirit Travel Marketing (Own company)

2003 - 2007 Marketing Representative for Axis Marketing

1999 - 2003 Senior Travel Consultant at Chelsea Travel

1987 - 1999 Receptionist (1yr), Junior Travel Consultant, Intermediate and Senior Travel Consultant at Grosvenor Tours and Travel.

SPORTS AND INTERESTS

Networking, Socializing, Entertaining, Travelling, Conservation, Volunteer for community-based projects, Anti cruelty to animal society projects, Sailing- Dinghy and Hobie Cat Skipper and Crew, Windsurfing, Diving (open water padi certification), Camping, Hiking, Swimming, Surfing, Singing, Music and Reading. Musician (violinist, viola, guitar, and piano)

EDUCATION

1973 – 1986 Wynberg Girls Jnr & Senior School

Highest Standard passed: Gr 12 /Matric Senior Certificate

Institute of Travel Management: Travel Sales Certificate (1987)

Boston Computer Centre: Word Processing Course (1987)

South African Airways Reservations selling procedures (1988)

The TEFL Academy Level 5 TEFL Certification (2020)

 REFEREES:­­­­­­­­­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Umlani Bushcamp** (South Africa) Marco Schiess (MD) +27 83 4682041 or Micaela Schiess Cormack (Manager) +27 060 350 1625

**Cape Sidecar Adventures** (South Africa) Tim Clarke (owner) +27 82 3085483 Tim.clarke@sidecars.co.za

**Sunshine Marine Lodge Zanzibar**: Ex GM whom I worked with for the 7 months (South African) Russell Titmas Russell.titmas66@gmail.com (now living in Europe) +41 768149704

**Azanzi Beach Hotel:** Cara Culligan (South African) was GM at the time caraculligan@yahoo.com +27 793366812

“**All recipes for success in life depend ultimately on enthusiasm…**” – Ernest J. Mchunu (Author)