Ricardo Martins

OPTIMAL OPERATIONS | COMMERCIAL LEADERSHIP





Professional Profile

General Manager and Operations Professional, with seventeen years' expertise gained working in senior leadership and strategic roles: consistently making commercial ambitions a practical reality. Well organised, self-motivated, and with a keen attention to detail that ensures completion of all assigned tasks on time and meticulously to specification. Excellent communication and interpersonal skills: able to work well either as part of a collaborative team or autonomously when required, and thriving in fast moving and challenging environments, with outstanding time management skills. Now seeking a fresh challenge that will make the most of this skillset, preferably as a director or accounts executive in hospitality or corporate management.

Key Professional Skill Set

- Leading and working as a member of cohesive and target driven teams: delivering high quality outcomes within as part of a culture of success
- · Nurturing and maintaining resilient, long term customer and stakeholder relationships as a foundation for growth
- · Good working knowledge of all standard office IT operating systems and applications, including Word, Excel and PowerPoint
- Extensive coaching, mentoring and teaching experience
- Strong commercial acumen, combined with advanced analytical and insight skills
- Excellent problem solving capabilities: adopting a solutions based approach to complex commercial issues

Career Summary



KEY ACHIEVEMENTS

- Demonstrating consistently strong leadership and oversight capabilities, and securing best quality service outcomes to the highest professional standards
- Developing and implementing a series of successful business strategies: ensuring continuous improvement within an
 environment of excellence, and including creation of an innovative backpackers concept (with improved premises scouting
 and renovation strategies)
- Fully digitising a manual legacy processing system: enabling faster and more effective processing of administrative and financial documents (with *Copper Guesthouse*)
- Modernising operations at the *Trek Service Station*: including optimal staff management techniques and premises upgrades, as well as introduction of state of the art service standards and work ethics

RESPONSIBILITIES

- Creating and administering annual budgetary and financial protocols: preventing overages, minimising burn rates, and supporting a sustainable platform for growth
- Overseeing inventory management, and delivering balanced stock levels, in addition to managing key financial variables (including budget oversight and conduct of complex commercial negotiations)
- Engaging efficiently with all key internal and external stakeholders, including suppliers, professional advisers and regulatory agencies
- Leading and motivating teams of skilled staff: helping them achieve their full potential and rise to the height of their ambitions
- Improving brand awareness, monitored marketing campaigns, and worked in close collaboration with suppliers to maintain quality and delivery standards
- Ensuring full ongoing compliance with all legislative and regulatory requirements

SPORTS DIRECTOR | JUNE 2019 TO DECEMBER 2020 REDIMERE PRIVATE SCHOOL

KEY ACHIEVEMENTS AND RESPONSIBILITIES

- Worked in close collaboration with colleagues to create a fully supportive and focused environment within the Sports
 Department
- Engaged with and supported students, as well as mentoring individual students whenever necessary

III OPTICAL DISPENSER | JANUARY TO DECEMBER 2004 HASSELT OPTICS

KEY ACHIEVEMENTS AND RESPONSIBILITIES

· Delivered specialist diagnostic and optical prescriptive services to the highest professional standards

Education

The TEFL Academy | 2019

Certification: Teaching English to Young Learners

Level Five Certificate: Teaching English as a Foreign Language

- Excel for Marketers: Advanced Microsoft Excel: Excel Pivot Tables | Go Skills | 2022
- Cape Technicon: Cape Town: South Africa | 2002 to 2004

National Diploma in Optical Dispensing

• Etosha High School: Tsumeb: Namibia | 2000

High School Diploma

President of the Student Council

Language Competencies

Fluent in English and Portuguese

Interests

Business | Reading | Sports



Etosha Secondary School

Tel.: (067) 221111/2 Fax: (067) 221222 PO Box 7, Tsumeb

e-mail: etoshass@mweb.com.na Cell: 081 242 1874

TO WHOM IT MAY CONCERN

RICARDO JAIME FERREIRA SILVANO DE LEMOS MARTINS is known to me as a Grade 12 student. He attended our school from January 1996 till November 2000.

Ricardo is an open and spontaneous person who easily makes friends. He will approach any task with enthusiasm and determination. He is an optimistic person who will always look for the good in every situation. These attributes contributed to him being elected as a member of the students' council. As a prefect his positive attitude influenced others to perform their tasks with responsibility.

Ricardo first played soccer, then basketball and then changed over to rugby. Early in his secondary school career he revealed leadership abilities when he first captained the U/15 rugby team and later the second rugby team. This year he played first team rugby. As a versatile sportsman Ricardo also captained one of our colour athletics teams.

In 1999 Ricardo was a member of the Matric Farewell organizing committee and in the same year he was elected as a Computer prefect. Through his involvement with the modeling school he helped collecting funds for different charities.

We know that Ricardo, with his determination, will make a success of his future and we wish him all the best.

A. STRÜWIG PRINCIPAL

2000-11-30

OSHIKOTO REGION

PRINCIPAL

OFFICIAL

ETOSHA SECONDARY SCHOOL
P.O.BOX 7 - TSUMEB



P.O. Box 652, Cape Town 8000 Posbus 652, Kaapstad 8000 Tel: (021) 460-3027 Fax: (021) 460-3697

EXAMINATION RESULTS - JUNE 2002

MR RJF MARTINS PO BOX 436 TSUMEB NAMIBIA 0000

FULL-TIME

Student Number:

200217712

ourse: ND: OPTICAL DISPENSING(211014)

Subject	A	В	C	Comments
ISPENSING OPTICS 1	100	63		PASS
ISPENSING OFFICS I	60	02	62	PASS
ENERAL ANATOMY AND PHYSIOLOGY 1	40	30	34	FAILED SUBMINIMUM
ENERAL PHYSICS 1	90	65	75	PASS WITH DISTINCTION
ATHEMATICS AND STATISTICS 1	63	62	62	PASS
PTHALMIC LENSES 1	62	65	64	PASS
PTICS 1	79	72	75	PASS WITH DISTINCTION

alculation of final mark:

. EXAMINATION SUBJECTS

 $A = Year mark \quad B = Exam mark \quad C = Final mark$ $(A \times 0.4) + (B \times 0.6) = C \text{ or } (A = 50) + (B = 50) = C$

. PROJECT SUBJECTS

No examination

B = C = Final mark obtained for completed projects

losing Date For Re-Marking (Where Applicable) :

- 25 January 2002

B : Practical and continuous evaluation subjects : Re-mark not allowed

losing Date For Re-Write Examinations - Semester Courses Refer to Results Comment Column) :

- 29 March 2002 (June 2002 Exams)
- 30 August 2002 (November 2002 Exams)

B : Practical and continuous evaluation subjects : Re-write examination not allowed

ees : Re-mark - R100 per subject

: Re- and supplementary examinations - Registration fee: R100

- Entry fee: R100 per subject

Statement of Results

IGCSE, GCE ORDINARY LEVEL, GCSE (Int)

Session November 2000

Centre / Cand. No. NA508/0063 Candidate Name RICARDO JFSL MARTINS

Date of Birth 29/09/1982

To be quoted on all correspondence Centre Name ETOSHA SS

IGCSE

Syllabus	Syllabus Title	Result
0420	Computer Studies	D(d)
0510	English as a Second Language with Grade 1(ONE) in Oral/Aural	B(b)
0556	Afrikaans as a Second Language with Grade 1(ONE) in Oral/Aural	C(c)
0580	Mathematics	B(b)
0610	Biology	B(b)
0652	Physical Science	C(c)

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DEMARTMENT OF EDUCATION

Explanatory Notes

This statement of results is not a certificate. CIE reserves the right to amend the information given on this statement, which will be confirmed by the issue of certificates.

IGCSE and GCSE (Int) results are reported on an 8-point scale of grades: A*(a*), A(a), B(b), C(c), D(d), E(e), F(f), G(g), Grade A*(a*) being the highest and Grade G(g) the lowest. UNGRADED indicates that the candidate's performance fell short of the standard required for Grade G(g).

GCE O (Ordinary) level grades A(a), B(b), C(c), D(d), or E(e) indicate the standard reached, Grade A(a) being the highest and Grade E(e) the lowest. UNGRADED indicates a standard below that required for Grade E(e).

NO RESULT indicates that a result cannot be issued because of absence for the whole or part of the examination in the syllabus or because of a decision not to issue a result for some other reason.

PENDING indicates that a result cannot be issued at present but will follow in due course.

The assessment of Oral Communication is compulsory in IGCSE English as a Second Language and Afrikaans as a Second Language (November Only Examination). These components are assessed separately and the results are reported on a 5-point numerical scale, Grade 1(ONE) being the highest and Grade 5(FIVE) the lowest. Candidates who fall to reach the minimum standard for Grade 5(FIVE) will not receive an Oral/Aural communication endorsement. The endorsement grade for Oral/Aural Communication will be recorded on IGCSE certificates provided the overall IGCSE syllabus result in the subject concerned is Grade G(g) or higher.

The IGCSE Typing and Office Organisation (November Only Examination) includes the assessment of typing speed which is reported separately as a words per minute endorsement. Additionally, this syllabus has an optional Coursework Computer Use component which is assessed separately and the results issued on a 4-point numerical scale, Grade 1(ONE) being the highest and Grade 4(FOUR) the lowest. U(UNGRADED) indicates that the candidate's performance fell short of the standard required for Grade 4(FOUR). The words per minute and Coursework Computer Use endorsement grades will be recorded on IGCSE Certificates provided the overall syllabus result is Grade G(g) or higher.

Only subjects in which grades A*(a*) to G(g) are attained will be recorded on certificates.





This is to certify that

Ricardo Martins

has achieved the following qualification:

Qualifi Level 5 Certificate in Teaching English as a Foreign Language (TEFL) (The TEFL Academy) (RQF)

Qualification Number: 603/3835/0 Awarded on: 29th January 2021 Certificate Number: SIDZA171608

Guided Learning Hours: 168











This is to certify that

Ricardo Martins

has successfully completed the following qualification:

Teaching English to Young Learners (30 hours)

February 12, 2021

Lynne Cristofoli

Programme Director





Jennifer Hall Academic Director



Certificate of Achievement

Awarded to

Ricardo Martins

For the successful completion of the GoSkills online course

Excel for Marketers

Exam score: 100% January 23, 2022

Paul Hansen, Director of Learning, GoSkills Limited





Certificate of Achievement

Awarded to

Ricardo Martins

For the successful completion of the GoSkills online course

Excel in an Hour

Exam score: 94% January 11, 2022

Paul Hansen, Director of Learning,

GoSkills Limited



Certificate of Achievement

Awarded to

Ricardo Martins

For the successful completion of the GoSkills online course

Microsoft Excel - Advanced

Exam score: 76% January 23, 2022

Paul Hansen, Director of Learning, GoSkills Limited





Certificate of Achievement

Awarded to

Ricardo Martins

For the successful completion of the GoSkills online course

Microsoft Excel - Basic & Advanced

Exam score: 68% January 10, 2022

Paul Hansen, Director of Learning, GoSkills Limited





Certificate of Achievement

Awarded to

Ricardo Martins

For the successful completion of the GoSkills online course

Microsoft Excel - Basic

Exam score: 84% January 12, 2022

Paul Hansen, Director of Learning, GoSkills Limited





Certificate of Achievement

Awarded to

Ricardo Martins

For the successful completion of the GoSkills online course

Microsoft Excel - Pivot Tables

Exam score: 76% January 27, 2022

Paul Hansen, Director of Learning, GoSkills Limited









