

NEILLA K. DE A. SILVA

(OUT OF COUNTRY)

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SUMMARY

Detail-oriented and adaptable professional with a robust background in bilingual customer service, hospitality front desk operations, security & access control, inventory auditing, and restaurant food service, featuring multi-year international work and immersion experience in Ireland. Fluent in Portuguese and English, with self-taught basic German. Recognized for hands-on operational execution, rapid learning agility, precision in stock control, cash flow management, and exceptional guest and client relationship management.

EXPERIENCE

Security & Access Control Agent Proguaru

08/2020 - 11/2021 | Guarulhos, São Paulo, Brazil

- Controlled access for daily visitors, service providers, and employees to public municipal buildings in Guarulhos.
- Ensured security, surveillance, and stewardship of public assets and high-traffic facilities.
- Monitored internal security cameras and logs to prevent unauthorized entries and maintain facility safety compliance.

Bilingual Receptionist Hotelaria Brasil (Hotel Matiz)

04/2018 - 10/2018 | Guarulhos, São Paulo, Brazil

- Executed seamless check-in and check-out procedures for hotel guests, adhering strictly to service deadlines and quality standards.
- Managed room reservations via phone, email, and walk-in channels while overseeing daily cash flow and financial balancing of shifts.
- Resolved guest inquiries and complaints promptly, achieving high satisfaction rates, and coordinated facility maintenance and convenience product sales.

General Restaurant Assistant Kettle Of Fish

03/2016 - 08/2016 | Galway, Ireland

- Organized daily meal inventories and prepared fresh ingredients and vegetables for professional dish production.
- Provided front-of-house customer service to restaurant patrons, processed orders, and assembled dine-in and takeaway meals efficiently.
- Managed table service, maintained a clean and sanitary restaurant environment, and oversaw daily cash flow transactions.

Stock Auditor / Stock Taking Stockcounting Solutions

09/2015 - 03/2016 | Galway, Ireland

- Counted, verified, and organized stock inventory across various supermarkets and retail locations throughout Ireland.
- Collaborated with local supermarket staff, addressed customer queries professionally, and strictly met operational deadlines in fast-paced team environments.

EDUCATION

High School Diploma Escola Estadual Professora Salime Mudeh, Brazil

SKILLS

- Customer Service
- Front Desk Operations
- Security & Access Control
- Restaurant & Food Service
- Inventory Control / Stocktaking
- Cash Flow Management
- Problem Solving & Quick Learning
- International Experience

TRAINING / COURSES

General English Classes - Advanced Level
Galway Language Centre, Ireland (International Immersion)

Basic German Language
Self-Taught

LANGUAGES

Portuguese
Native / Fluent ●●●●●

English
Proficient ●●●●○