



MORNÉ MARX

B-PERMIT FAMILIENANGEHÖRIGER
HUSBAND AND FATHER

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Date of birth
22 August 1985

Driving license
Code B

◦ LINKS ◦

[Linkedin Profile](#)

◦ SKILLS ◦

Administrative Skills

Excellent Verbal Communication
Skills

Customer Service Skills

Multitasking Skills

Problem Solving Skills

Proactive Planning

Project Management

Confidentiality

Leadership and Management

◦ LANGUAGES ◦

English – Fluent (Mother
tongue)

Afrikaans - Fluent

German A1.2

◦ HOBBIES ◦

Reading, DIY building projects,
Building carnival games,

👤 PROFILE

Experienced and self-motivated Operations, Administration Manager and Personal assistant with more than 20 years of industry experience overseeing operations management, and all related administration. Equipped with a diverse and promising skill-set, conducive to creating a collaborating team relationship. Throughout my two-decade career with growing companies and multinational corporates in positions ranging from technology, administration, retail, sales and customer service, having honed immaculate administration, sales, interpersonal, and communication skills, making me a trustworthy, proactive and organizational asset to any company.

📁 EMPLOYMENT HISTORY

Aushilfsmitarbeiter at Coople, Switzerland (Various sites)

July 2023 — Current

I worked as a festzeltmonteur and a lager mitarbeiter for various companies in the last two months:

Festzeltmonteur: Building/constructing marquee buildings as well as setting up for festivals, and the breakdown and pack away of all equipment, deconstruction of the marquee buildings. Working in teams with the permanent employees.

Lager mitarbeiter: Packing, sorting and delivering of stock for the various restaurants in the airport. Working in teams with the permanent employees

Practice Manager at Shelley Heusser Clinical Psychologist, Rosebank (Sandton), ZA

November 2019 — February 2023

Running this Psychology practice takes a lot of excellent planning, organisational, and decision-making skills as you work with mental health that can range from bi-polar, addiction and BPD (Borderline personality disorder) right through to suicide. my roles included but was not limited to the following:

- Worked closely with practice owner to ensure timely completion of administrative tasks, Including invoicing, medical aid follow-up and submissions.
- Managing the incoming and outgoing calls with professionalism using excellent oral and written communication methods.
- Dealing with patients in a confidential manner using tact and discretion
- Liaison with medical insurance companies
- Initiating and implementing referrals to other mental health professionals
- Professional relationship building (coordination) with psychiatrists, social workers, and occupational therapists
- Mental hospital/clinic admissions
- Report writing and minute taking with confidentiality (POPI/GDPR)
- Patient scheduling and diary keeping (Diary management, Scheduling)
- Financial statements and submissions, accounting and budgeting with banking.
- Created a whole new patient filing system.
- Full computerised system using Microsoft suite and Healthbridge claim system

Flagship Boutique Manager at Top Coffee exclusive Nespresso distributor, Sandton & Hyde Park, ZA

January 2016 — October 2019

While working as an agile boutique manager for a luxury brand (Nestle Nespresso SA), I have honed many of my skills that range from administration, operations management, sales, customer service, project management, interpersonal communication and recruitment in a very high paced environment. My role included the following:

- Supervising and leading an exceptional sales team to meet set sales targets, reports, timekeeping and training (15 - 20 Employees) while maintaining KPI, R&R for the various boutiques
- Maintained the highest staff retention while exceeding targets during festive periods
- Maintaining the financial system, cash-up, banking and psychical cash and effectively controlled budgets and optimized expenses.
- Stock control, inventory assessments, inventory levels and inventory costs
- Booth and small boutique guide and mentorship using leadership and management
- Audits, SOP and OHS(Occupational health and safety) implementation based on Swiss requirement system
- Security, evaluation and investigation of theft, fraud and stock-loss
- Provided optimal assistance to the General Manager and handled a variety of tasks including general operational management of the varied boutiques and booths
- Acted as brand ambassador for the Nespresso brand in the boutique
- Led recruitment efforts, onboarding and training of new employees.
- Successfully handled visual merchandising, and worked to promote company vision with maintaining oral and verbal communication with the head office and the Nespresso department in Dubai
- Remained informed and up to date on the current products and offerings and taking product ownership to lead, and train the sales team.

Operations Manager at iStore Apple premium reseller, Fourways & Sandton, ZA

October 2012 — January 2016

I started as the administration officer and worked my way up to assistant manager and then on to the operations manager role, this was a high fast paced luxury goods environment and while handling the new product launches using project management and still working with customers, staff and HR. My roles were as follows but not limited to:

- Assisting the store manager in all aspects of the store management process
- Assisting with the administration of the store
- Scheduling interviews and recruiting qualified candidates
- Monitoring and training new employees
- Developing and implementing training programs to attract and retain talent
- Effectively delegating and managing the back office administration
- Managing employee schedules and conducting performance reviews
- Providing leadership and guidance to the team
- Driving the sales and profitability of the store by maintaining the stock requirements of the store
- Controlling all cellular contract administration
- Ensuring the store meets all safety standards
- Building and maintaining a high level of customer experience
- Resolving customer service issues and complaints

- Developing and maintaining relationships with customers, partners and vendors
- Ensuring a clean and visually pleasing store environment
- Building and maintaining a positive work environment for all staff

Personal Assistant & Branch Administrator at Broadreach Healthcare, Johannesburg, ZA

January 2011 — September 2012

I had the opportunity to work with a fantastic department within the Broadreach healthcare (NGO) company, they enriched my work role. I was able to use my computer technical skills to assist on numerous occasions and provide excellent service to the head of department as her personal assistant dealing with business and private matters, thus further develop my personal administration skills. My role within this department was to:

- Act as the point of contact between the manager and internal/external clients
- Screen and direct phone calls and distribute correspondence with professionalism, tact and discretion
- Extensively manage e-mails including checking incoming/outgoing emails and following up as necessary
- Respond accurately to internal and external information requests
- Schedule and coordinate appointments and meetings (Calendar management)
- Organize travel arrangements, booking flights, accommodation, trains and taxis
- Take dictation and minutes, including report writing
- Create and reformat effective presentations and documentation
- Source office supplies and excellent service providers
- Prepare reports and documentation for meetings, appointments and training workshops
- Devised and maintained office filing system with cross referencing
- Assist with other ad-hoc administrative and project requirements as needed by the health behavioral team (12 members)

Customer Consultant at Global Telesales (Lufthansa), Cape Town, ZA

May 2010 — November 2010

Call centre experience (Shift work) dealing with customers on various levels, I gained experience dealing with complaints and interpersonal verbal and written communication.

- Working with customers on a telephonic system and using the internal CRM system (Amadeus) to update customer details.
- Manage flight bookings, special requests, amend existing reservations.
- Customer complaints and general customer service
- Booking new flights, round trips, around the world and processing payment.

Owner and IT Technician at M&S Services, Cape Town, ZA

September 2009 — December 2010

During this ownership of a small company, I gained valuable skills with an entrepreneurial mindset (resilient, resourceful, and solutions-oriented)

- Personal computer repairs on site and at workshop
- Apple repairs and software updates
- Elderly training using a computer and computer programs such as Microsoft suite
- Printer/scanner/CCTV/EAS installations on sites and hotels.
- First level support for technical issues
- Sales of computer parts, full-system, printers and computer related products
- Board-level repairs of computer motherboards

Security Technician & Office Administration at Norbain (Reditron), Cape Town, ZA

June 2008 — August 2009

- Diary management, branch administration, personal assistant to the GM
- Stock control, excel reporting, sales, and PowerPoint presentations.
- Created and maintained filing system with referencing.
- Procurement, budget planning, petty cash, and financial reporting in excel.
- Board-level repairs on computers, cameras, and access control systems
- Company security products installations for clients.

Branch Administrator at I to I Technologies Pty Ltd (Sensormatic) Cape Town, ZA

Nov 2003 — June 2008

- Office administration and management support (diary management, scheduling)
- Professional reception with open communication
- Maintenance scheduling of technicians for external client sites including arranging travel arrangements.
- Reporting of all maintenance statuses and technical issues using ERP system
- Billing and invoicing of all callouts and products used using Pastel
- Stock ordering, supply chain management, purchase orders and stock management for the company (Internal and external)
- Event planning, internal workshops, and training material
- PowerPoint Presentation design, printing, email correspondence and internal communications (Outlook)

EDUCATION

Certificate of Operational Management, University of Witwatersrand, Johannesburg, ZA

July 2015 — December 2015

Emerging Leadership Program, Core Business Pty Ltd, Johannesburg (In-house), ZA

January 2013 — December 2013

Certificate of Office Administration, Rosebank College, Cape Town, ZA

January 2007 — September 2007

Certificate of Project Management, Google Online

April 2023 — Ongoing (2024)

REFERENCES

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