

# JENAÉ

Account Manager & Practice Operations Professional

## PROFESSIONAL SUMMARY

Highly organized and initiative-driven professional with a diverse background in account management, hospitality, and practice operations. Proven track record in managing 50+ international client accounts, driving recurring revenue, and delivering exceptional customer satisfaction within the MSP and cybersecurity sectors. Exceptional attention to detail combined with strong financial administration skills and a passion for building lasting client relationships.

## KEY SKILLS

- **Account Management:** Relationship building, upselling, and retention.
- **Operations:** Practice management, HR, and project coordination.
- **Finance:** Financial administration and foundational accounting.
- **Tech Stack:** Advanced Excel, Word, and PowerPoint.
- **Soft Skills:** Leadership, communication, and problem-solving.
- **Client Focus:** Liaison, hospitality excellence, and needs analysis.
- **Managed Services:** IT requirements and cybersecurity solutions.
- **Adaptability:** Experience across SaaS, Hospitality, and Medical sectors.

## PROFESSIONAL EXPERIENCE

### Account Manager

2023 – May 2025

*Leading UK-based Managed Service Provider (MSP) & Cybersecurity Firm*

- Managed a portfolio of 50+ client accounts, serving as the primary point of contact for all IT and cybersecurity requirements.
- Successfully drove business growth through strategic upselling of products and services, increasing both Monthly Recurring Revenue (MRR) and one-off hardware/software sales.

- Assisted with project management, ensuring timely delivery and providing consistent feedback to stakeholders.
- Conducted onsite visits in London to deepen understanding of client IT infrastructure and strengthen international relationships.
- Improved customer satisfaction through proactive relationship management and service optimization.

### **Practice Manager**

**2019 – 2023**

#### *Specialized Medical Facility*

- Oversaw daily hospital operations, including Human Resources and general administration.
- Managed financial administration and clinical workflows to ensure efficient service delivery.
- Implemented organizational systems to improve practice efficiency and staff management.

### **Stewardess & Cadette Manager**

**2018 – 2019**

#### *International Luxury Maritime Venture*

- Managed daily operations and guest services onboard vessels 101 & 102.
- Ensured high standards of hospitality and vessel maintenance.

### **Personal Hospitality Assistant to CEO & Director of Finance**

**2017 – 2018**

#### *Luxury Villa Management Company*

- Provided high-level administrative and hospitality support to executive leadership.
- Coordinated financial and operational tasks within the luxury property sector.

### **Front of House Administration & Guest Liaison Intern**

**2016 – 2017**

#### *Premium Luxury Hotel Group*

- Handled guest relations and administrative workflows in a high-pressure hospitality environment.

### **Hospitality Rotation Intern**

**2015 – 2016**

#### *Global 5-Star Hotel & Resort Group*

- Completed intensive rotations through Front of House, Housekeeping, Restaurant, Human Resources, and Finance departments.

## **EDUCATION**

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**Diploma in Hospitality Management (Cum Laude)**

**2015**

IHT Hotel School

**Financial Accounting - Foundation Level**

**2021**

ICB - Institute of Certified Bookkeepers SA

**LEADERSHIP & CERTIFICATIONS**

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Secretary - Student Council (2014-2016)

Chairperson of Events Group (2016)

ICB Programme Certificate: Financial Accounting

Advanced MS Office Suite

**LANGUAGES**

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English (Fluent), Afrikaans (Fluent)