



Maria Oliveira

PROJECT COORDINATION | OPERATIONS | CUSTOMER EXPERIENCE

Organised project and operations professional with experience launching a central London restaurant and coordinating digital projects from client brief through delivery. Experienced in working with suppliers, clients and cross-functional teams, tracking actions and deadlines, improving processes and resolving operational issues. Confident learning new systems and translating customer requirements into clear, practical steps.

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WORK EXPERIENCE

Restaurant Launch and Operations Manager

Greens & Beans, Central London

Launched and managed an independent restaurant, responsible for sales, costs, customer experience, and day-to-day performance.

May, 2025 - Sep, 2026 | Central London

Accomplishments / Tasks

- Coordinated the restaurant launch, working with suppliers and internal teams to set up equipment, EPOS, operating procedures and staff training.
- Managed day-to-day supplier and order issues, keeping service running and resolving problems promptly.
- Tracked sales, labour, stock, wastage and customer feedback, using the information to make practical operational changes.

Freelance Digital Strategist - Product and Marketing

Digital projects within the events and hospitality industry

Managed client relationships from the first conversation to delivery, turning broad needs into clear actions and practical solutions.

Jan, 2022 - May, 2025 | London

Accomplishments / Tasks

- Researched markets, competitors and customer journeys to find ways to improve offers, service and conversion.
- Kept clients, designers, and developers aligned, following up on actions, deadlines and next steps.

Communications and Marketing Manager

JLGB, London

Planned targeted campaigns using audience data and performance reporting to improve reach and engagement.

Sep, 2022 - Dec, 2023 | London

Accomplishments / Tasks

- Helped deliver a 36 hour campaign that raised £514,085, coordinating communications, live activity and senior stakeholders.

Digital Marketing Coordinator

Modafirma

Ad-tech luxury fashion start-up

Nov, 2021 - Aug, 2022

Accomplishments / Tasks

- Used e-commerce and audience data to help grow the brand by 40% to 30,000 followers.

EARLIER EXPERIENCE:

FoH, Leicester Square Theatre | Tour Guide, JTR Museum
| Hostess and Events Logistics, Juno Rooms

SKILLS

New business and B2B partnershipsGA4Excel

Project reporting and documentationEPOSAI tools

F2F relationship buildingGoogle Workspace

Customer needs and solutionsKPIs tracking

Market researchMicrosoft 365HubSpot

HACCP operationsInstallation Coordination

Stakeholder managementSOPsData Analysis

Cross functional coordinationProcess improvement

Delivery roadmapsProduct rolloutsScheduling

Order fulfilment and service qualityProcurement

CRM administration and reportingInventory management

Supplier relationship managementEvent Coordination

EDUCATION

BSc (Hons) Business

Birkbeck, University of London

Sep, 2018 - Jul, 2021 | London, United Kingdom

Product Design

Soares dos Reis, Porto

Learning as a regular habit

Certificates

Lean Six Sigma Certification, Food Safety Level 3, HACCP, First Aid and Fire Marshal, Negotiation Tactics, Web and iOS Dev., UX, Cloud and Agile; Design Thinking from Harvard Business School

LANGUAGES

Portuguese

Native or Bilingual Proficiency

English

Full Professional Proficiency

Spanish

Professional Working Proficiency