

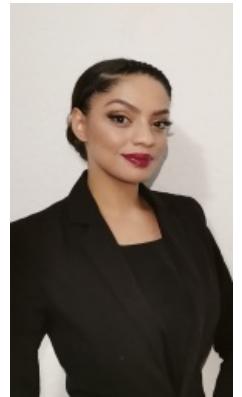
Curriculum Vitae

Female

D.O.B. 27 July 1994

Number of years working in industry:

9 years 8 months



Candidate ID Number: 102689

Nationality: South African

Language Skills:

Fluent: English, Afrikaans

Permitted to work in: South Africa

Position Sought: Assistant Manager, Treatment Manager / Spa Trainer, Receptionist

Personal Statement

I have always been a self-motivated person that never shies away from a challenge. As early as I am in my career, I've achieved success at everything I've set out to do thus far.

Seeking work in international locations and cruise ships

Employment History:

March 2017 - Present - Guest Relations Officer and Duty Manager at (most recent employer hidden for confidentiality) Cape Town, South Africa, (5 Star Hotel Spa)

Duties included:

- Performing a variety of spa treatments including; IPL hair removal, body treatments and advance skincare treatments.
- Acting as first line of contact between guests, customers and vendors in person, online and via telephone.
- Overseeing daily operations, ensuring employee productivity, monitoring efficiency of all processes and creating a positive work environment for employees.
- Addressing customer issues and complaints when needed.
- Supporting the spa manager by carrying out shared office duties.
- Ensuring proper course of office procedures.
- Promoting sales through marketing.
- Report on revenue and cash flow.

Products worked with:

- Babor
- La Prairie
- Nimue
- Optiphi
- Bellabaci
- Dermalogica
- Environ
- Thalgo
- Salon Care

Career Break - Traveling

Duties included:

- Delivering a variety of spa treatments including body treatments, massages, facials and waxing.
- Acknowledging and responding to relevant customer queries, needs and expectations.
- Suggesting and promoting retail products or additional services and upholding hygiene standards.

Products worked with:

- Elemis
- Bliss
- La Therapie

Education and Qualifications:

2015 Northlink College

ITEC

- Beauty Therapy
- Spa Management
- Nail Technology

2015 Northlink College, Parow Campus

ITEC

Product Training:

May 2017 Nimue

Life Day Spa, Cape Town

Facials and Skincare

May 2017 Thalgo

Life Day Spa, Cape Town

Body scrubs and wraps

May 2017 La Prairie

Life Day Spa, Cape Town

Facials and Skincare

May 2017 Babor

Life Day Spa, Cape Town

Facials and skincare

May 2017 Optiphi

Life Day Spa, Cape Town

Facials and Skincare

January 2016 Elemis

Steiner Training Academy, Cape Town

Elemis exotic face and body

January 2016 Bliss

Steiner Training Academy, Cape Town

Face and Body

January 2016 La Therapie

Steiner Training Academy, Cape Town

Skincare and facials

Vocational Qualifications

Competent in the following computer skills:

- Operating systems (Windows and MacOS)
- Office suites (Microsoft Office, G Suite)
- Presentation software (PowerPoint, Keynote)
- Spreadsheets (Excel, Google Spreadsheets, etc.)
- Communication and collaboration tools (Slack, Skype, etc.)

Hobbies and Interests

- Reading
- Dancing
- Singing

CV created at www.spastaff.com

