

Curriculum Vitae

Female

D.O.B. 29 March 1977

Number of years working in industry:

16 years 9 months



Candidate ID Number: 105298

Nationality: Serbian, Croatian

Language Skills:

Fluent: English, Serbian, Croatian, German

Basic: Italian

Permitted to work in: European Union, Serbia , Croatia

Position Sought: Spa Consultant, Regional Senior Manager, Spa Director, Retail Professional, Membership Sales Professional

Personal Statement

Seeking work in international locations

Employment History:

May 2009 - Present - Spa Director at (most recent employer hidden for confidentiality) Worldwide, (Cruise Ship)

Duties included:

I am involved from the recruiting process, interviewing candidates and selection, to overseeing a complete spa operation of 19 cruise ships, developing teams, managers, driving revenue, monitoring KPI's and NPS scores, setting up procedures and policies, partnering with the cruise line partners and building strong relationships. I am also involved in start up's, negotiating new partnerships and contracts, attending yearly conferences etc.

Products worked with:

Ahava, Thalgo, La Therapy, Elemis, Phytomer, Shisiedo, La Prairie, Lancome, Estee Lauder, Clarins, Clinique, Dior

Education and Qualifications:

2003 Steiner Academy

Not certified

Spa Management

2000 Wits University Johannesburg

Vocational Qualifications

I am in fitness (privately) and have a good understanding as well on nutrition.

