



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 cruiseline 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.

