

Curriculum Vitae

Male

D.O.B. 25 February 1983

Number of years working in industry: 21 years 7 months

Candidate ID Number: 107395

Nationality: Indian

Language Skills:

Fluent: English

Good: Arabic

Permitted to work in: India

Position Sought: Spa Consultant, Spa Co-ordinator, Assistant Manager, Treatment Manager / Spa Trainer, Senior Therapist, Beauty Therapist, Skin Clinic Therapist, Massage Therapist, Holistic Therapist, Retail Professional, Membership Sales Professional

Personal Statement

Seeking work in international locations and cruise ships

Employment History:

January 2022 - Present - Treatment Manager / Spa Trainer at (most recent employer hidden for confidentiality)
Abu Dhabi, UAE - United Arab Emirates, (Skin Clinic)

Duties included:

Giving excellent services,

Products worked with:

Dermalogica, Clarins, Aryanveda, the body shop, Rk aroma

February 2012 - November 2021 - Treatment Manager / Spa Trainer at iictn, Mumbai, India, (College)

Duties included:

- Learning and adapting the course curriculum.
- Setting out lesson plans.
- Ordering stock supplies for each course.
- Teaching students the skills of the beauty trade.
- Setting out written and practical tests.
- Grading tests.
- Mentoring students and providing emotional support.
- Overseeing examinations and final practical tests.
- Providing course feedback to the college or technical school.
- Maintain safety in massage room and privacy for members and guests
- •Provide a courteous and professional service at all times
- •Perform massage sessions to members and guests in accordance with the massage schedule
- •Work in close coordination with the Assistant Manager to ensure the smooth operation of the sauna and massage room
- •Ensure that members and guests use the sauna and massage room in the proper suggested attire
- •Conduct a daily check of all fitness equipment in the massage room and record the repairs that are necessary as required by policy and procedure
- •Ensure that there is always one instructor on duty at the massage room at all times
- •Maintain close contact with guests / members and communicate feedback from

- them regarding the operation of the sauna and massage room to the Assistant Manager if required
- Conduct body and treatment evaluation / reassessments for members and guests on a regular basis with regards to the standards required.

November 2009 - December 2011 - Spa Manager at Mayfair Men's Salon & Day Spa, Jeddah, Saudi Arabia, (High Street Salon)

Duties included:

- Always demonstrate sincere customer focus and true appreciation for the guest experience.
- Develop and maintain adequate professional product program.
- Develop and maintain retail product program.
- Ensure all dealings with guests at the spa and health club area to meet or exceed the hotels operating standards.
- Ensure all areas of the Spa are kept clean and well maintained at all times.
- Ensure compliance with all legislation governing the operation of a Spa facility.
- Ensure the guest experience is relaxing and in accordance with the hotel's standards.
- Ensure the health and safety of guests and employees are paramount at all times.
- Ensure consistent Spa experience development to ensure that innovation and uniqueness is maintained.
- Ensure proper inventories of all operating Spa equipment are conducted in line with audit standards in order to effectively manage operational cost.
- Ensure that the Spa team adhere to all hotel's and company operational and service standards.
- Ensure that spa department follows business conduct and ethics.
- Ensure that spa department follows hotels policies and procedures including health, hygiene, emergency and Fire prevention.
- Ensure that the spa department follows safety and maintain confidentiality for all guests and colleagues at all times.
- Ensure all spa, health club and wellness equipment is maintained in good working order at all times.
- Ensure that all stock and cash items are kept safely under lock and key.
- Able to provide guidance, encouraging teamwork and facilitating related professional work processes.
- Able to achieve high performance and operational standards.
- Able to liaise with internal and external parties at the appropriate levels to ensure smooth flow of the spa operations.
- Able to handle any guest complaints or special requirements.
- Able to promote and sell spa programs to groups, conference guests walk-in etc.
- Able to upsell the spa and wellness programs.
- Able to implement and monitor up-selling strategies to maximise spa and health club operational revenue.
- Able to analyze and interpret the needs of clients and offer appropriate options, solutions and resolutions.
- Be the single point of contact for Dignitaries, VIP and VVIP guests and co-ordinate their Spa experience.
- Responsible for checking and overseeing all guest settlements like cash, CC, room settlements etc.
- Responsible to identify and target specific market segments for potential corporate clientele to promote Spa services.
- Responsible to develop strong product quality and treatment measures.
- Responsible to monitor and analyse the products and services of competitive Spas, to maintain a competitive advantage.
- Responsible for the department training plan and conduct hands-on training for the new recruitment.
- Responsible for reviewing all guestMensure guest satisfaction.
- Responsible for spa employee's weekly duty schedules and staff duty charts.
- Coordinate with the engineering department ensure proper repair and preventive maintenance works of all spa equipment.
- Coordinate with the engineering department ensure proper repair and preventive maintenance works of all health club equipment.
- Regularly monitor all equipment for the pr functioning in the Spa and health club area to ensure maximum guest satisfaction.
- Prepare annual budget and business Plan to ensure Spa operation is adequately represented.
- Recruit and train Spa employees in accorda with hotels or resort sop and guidelines.
- Monitor and review Spa employee's performance regularly and provide required guidence.
- Manage spa inventory effectively, and fol hotels purchasing standards to ensure audit compliance.
- Hold regular staff meetings to keep staff date on all aspects of the Spa's operation.
- Gather information and remain fully informed of local and international tr nds in Spa operations.
- Attend daily morning HOD meeting.
- Perform a regular inventory of Spa par lev for retail and operational stocks.
- Raise store requisitions of all retail and operational items as and when required.

December 2002 - August 2008 - Beauty Therapist at L'Oreal Enriched Salon, Taj hotel mumbai, India, (5 Star Hotel Spa)

Duties included:

Consulting with clients to determine their skin type, skincare concerns, and style preferences.

Recommending products that fit the client's needs, preferences, and budget, and explaining how the products work.

Responding to customer questions and complaints.

Making sales, processing returns, and maintaining a balanced cash register.

Planning and taking part in store events.

Designing and maintaining attractive displays and managing inventory.

Handling administrative and clerical duties, such as ordering stock and maintaining customer relationships through follow-up calls and mails.

Handling door-to-door sales and meeting quotas and objectives. Use waxing and electrolysis to remove facial and body hair

Provide manicures and pedicures

Give various types of facial and body massages, including hot stone and reflexology

Conduct skin analysis (face and body)

Manage appointments
Warmly welcome
customers upon their

arrival

Update client records with

contact details and

treatments received

Provide advice on makeup

products and techniques

based on each client's

needs

Cross-sell beauty products

and additional treatments,

when appropriate

Ensure all areas are clean

and equipment

is sterilized

before use

Products worked with:

L'Oreal Professional products

L'Oreal Paris feria

L'Oreal Skin Expertise

L'Oreal Men's Expert

Maybelline New York

Vichy

Lancome

Education and Qualifications:

2015 Newyork

Cv New York

CIDESCO

CIBTAC

ITEC

Product Training:

December 2021

raduate Diploma in CIBTAC (Confederation of
International Beauty Therapy and
Cosmetology) London United Kingdom
Learn all advance electric facial therapies

December 2016

1)Post Graduate Diploma in Advanced Skin

Esthetics and Laser Technician

2)Post Graduate Diploma in Clinical Cosmetology

3) Post Graduate Diploma in Medical Trichology

1) In Advance Aesthetic and Laser I had learn and hadon practical on

Laser Hair Removal

Laser Hair Removal Devices

Treatment Techniques

Fitzpatrick Skin Types

Histology of the Skin

Skin Anatomy & Layers of Skin

Dermoepidermal Function

Functions Of The Skin

Fundamentals of Laser Physics

Laser Physics

Radiation

Laser Light

Laser Tissue Interaction

Mechanism of Tissue Ablation

Laser Surgery Benefits

Types of Lasers

Laser safety

Universal Safety

Universal Instructions

The Endocrinology of Hirsutism

2) In Clinical Cosmetology I had been practicing

SKIN

Structure & Function

Skin Appendages

Skin Types

Common Skin Diseases: Aetiology,

Clinical Features & Management

HAIR

Structure & Function

Normal Hair Growth

Hair Types

Hair Problems

Dandruff/ Hair Fall/ Alopecia Areata/ Androgenetic

Alopecia/Scarring Alopecia/Telogen Effluvium /

Anagen Effluvium/ Hirsutism/ Hypertrichosis/ Folliculitis

CHEMICAL PEELS

Superficial Peels

Combination Chemical Peels

Peels Classification

Peels Characteristics

Understanding of Different Peels

Patient Evaluation

Indications/Precautions

Patient Selection

1. SKIN CONDITIONING

Indications/ Contraindications

Side Effects

Results

Skin Regimen

2. CHEMICAL PEELINGS:

Superficial Peels

Combination Chemical Peels

Pigmentation of the Face-Evaluation and Treatment

Medium Depth Chemical Peels

Facial Peels1. Classification -

Superficial, Medium, Deep, Augmented

2. Characteristics- Glycolics/AHA/ Fruit Peels/ Jessner/ TCA/Phenol/ Retinoic Acid/

Microdermabrasion/ Combinations

3. Basic Understanding of each Different Agent- Indexations for

Use/Contraindications/Mode of Application/Mechanism of Action/ Potentiating Factors/

Adverse Effects

ADVANCED CHEMICAL PEELS

Retinol Peels

Obagi Peels

ZO Peels

Sequential Peels

BOTULINUM TOXIN

The Product

Indications - Upper Face

Facial Anatomy in Detail

Mode of Action

Regional Anaesthesia for the Face

Side Effects and Complications: Allergic/ Regional

Duration of Action

Appropriate Doses/ Dilutions

Safety and Toxicity

Storage and Transport

Botulinum Toxin in Use in Facial Rhytids

ADVANCED BOTULINUM TOXIN

Botulinum Toxin for Middle Face

Botulinum Toxin for Lower Face

Botulinum Toxin for Neck

Botulinum Toxin for Hyperhidrosis (Axillary/Palmar/Plantar)

DERMAL FILLERS

Introduction to dermal fillers

Pharmacology

Types of Dermal Fillers (Restylane, Perlane, Juvederm etc.)

Patient selection for dermal fillers

Indications (Nasolabial Folds/Marionette Lines)

Side Effects and Complications

Recommendations

Combination Therapies 1. Botox and

Fillers

2. Botox and Skin Resurfacing

3. Light Therapy and Skin Resurfacing

ADVANCED DERMAL FILLERS

Dermal Fillers for Frown Lines

Dermal Fillers for Under Eyes (Tear Trough)

Dermal Fillers for Volume Augmentation of Cheeks

Dermal Fillers for Volume Augmentation of Lips

Dermal Fillers for Mentolabial Folds

3) In Medical Trichology I had Learn

Alopecia Areata (patchy hair loss), Alopecia Totalis&Universalis

Androgenic Alopecia in males and females (genetic hair loss)

Anagen and Telogen Effluviums (hair shedding)

Cicatrical Alopecias (scarring hair loss)

Trichotillomania (hair pulling)

HAIR FIBER DISORDERS, INCLUDING

Traction Alopecia (hair breakage)

Genetic and congenital hair fiber problems

SCALP DISORDERS, INCLUDING

Folliculitis (scalp breakouts)

Seborrheic Dermatitis (scalp flaking)

OTHER HAIR & SCALP CONDITIONS, INCLUDING

Hirsutism (excess body hair)

Hypotrichosis

TREATMENT FOR HAIR LOSS, INCLUDING

Cosmetic

Hair weaving, wefting, bonding etc.

Medical

OTC products-topical/oral

Dermarollers

Low level laser therapy (LLLT)

Stem serum & stem cell therapy

PRP

Mesotherapy

Surgical

FUE & FUT hair transplantation

TREATMENT FOR SCALP PROBLEMS

Trichological

Medicinal

MEDICAL TRICHOLOGY CONSULTATIONS, INCLUDING

Recognising different hair loss and scalp conditions

OPERATING A TRICHOLOGY CENTER, INCLUDING

Marketing your center

December 2015 Graduate Diploma in CIDESCO (Comite International D'esthetiques et de Cosmetology) Zurich Switzerland

ZM International Academy

Esthetics training includes basic skin care practices. This category includes both classroom instruction and hands-on training covering the following topics:

Cleansing the skin

Effective skin analysis

Nutrition and how it affects skin health

How to improve skin health

Product ingredient knowledge as it relates to skin care

Salon procedures

SKIN CARE SCIENCE

This category of training helps students understand the underlying science of skin. The coursework will help prepare students to diagnose the skin type of a client and have the ability to choose the best treatments for their skin's needs. Training includes the following topics:

Physiology of the skin and its layers

Skin types, conditions, and disorders of the skin

How the skin works

Cause and effect of what we do to our skin

Human anatomy and body systems

Effects of esthetics procedures

Bacteriology

Chemistry and the importance of ingredients

ESTHETICIAN TREATMENTS

Instruction includes in-depth training in the services that estheticians offer to their clients. Training

includes both classroom environments and hands-on experience in the following treatments:

Facial treatments

Non-therapeutic massage

Product application

Hair removal (Waxing and tweezing)

Operation of skin care machinery

Advanced spa techniques

Professional makeup techniques

BEAUTY SCHOOL ESSENTIALS

Learn general theory and basic practices within the esthetics field. This category of training includes the following areas of skin care and salon skills:

History of skin care and beauty trends

Professional ethics

Personal hygiene and public health

Infection Control

Safety precautions

BUSINESS MANAGEMENT

The esthetics curriculum also includes business basics, shop management and industry regulations. Whether you're encouraging clients to return for additional services or you want to open your own salon, learning business practices will help you succeed in the beauty industry. Topics of study include:

Salon management

Marketing and sales

Professional development

Applicable local and state laws about esthetics

OSHA and EPA standards relating to chemical use.

CV created at www.spastaff.com

