

# Curriculum Vitae

Female

D.O.B. 29 December 1971

Number of years working in industry: 12 years 7 months

**Candidate ID Number:** 110463

**Nationality:** British

**Language Skills:**

Fluent: English

**Permitted to work in:** UK - United Kingdom

**Position Sought:** Spa Consultant, Salon Manager, Assistant Manager, Head Therapist, Treatment Manager / Spa Trainer, Massage Therapist, Holistic Therapist, Complementary Practitioner, Complementary Therapist, Receptionist

## Personal Statement

I am a fully qualified holistic therapist with over over a decades experience in Holistic therapies.

I also have exstensive knowledge of health and wellbeing and nutrtnion and what ot does to prevent and fight disease and mental health and childrens behavioural issues.

I also had a break to study paramedic science and the anatomy in more detail.

Seeking work in national locations

## Employment History:

**August 2008 - March 2021 - Spa Consultant** at (most recent employer hidden for confidentiality) Birmingham, UK - United Kingdom, (5 Star Hotel Spa)

### Duties included:

Improved client consultations and determined needs through team management. Utilised excellent communication skills to provide clients with clear instructions and explain massage procedures. Cleaned and disinfected treatment areas including massage beds and to maintain customer health and safety. Efficiently managed client bookings and payments within . Consistently exceeded monthly sales targets by through service upselling. Assessed clients' pre-existing injuries and areas of discomfort, communicating appropriate treatment options prior to commencing massage. Guaranteed repeat customers by providing compassionate, attentive massage therapy techniques. Effectively managed product stock levels through regular stocktake inspections, placing refill orders as needed. Performed a variety of massage techniques according to clients' individual needs.

### Products worked with:

Elemis,

Voya

Decleor

**October 2018 - August 2020 - Spa Consultant** at Josies, Torquay, UK - United Kingdom, (High Street Salon)

### Duties included:

Managed the thorough cleaning and sanitising of physiotherapy equipment before and after use. Carried out clerical tasks on behalf of physiotherapists, including scheduling appointments and answering phones. Assisted patients with

basic needs during hospital stay, including feeding, dressing and bathing. Managed the external emails from patients, including appointment queries, after-care support and issues. Handled paperwork for physiotherapists, including filling out documents, insurance forms and patient notes. Assisted physiotherapists in the planning and decision making of treatment plans and recovery techniques. Managed the ordering of equipment, tools, medication and machinery for planned appointments. Assisted patients with mobility by transferring them from room to room during physiotherapy sessions. Kept updated and accurate patient records safely stored on [System] for physiotherapist assessments. Built strong relationships with patients by providing a supportive, caring, helpful and friendly approach. Attended regular training in aspects, including medical training, Covid-19 procedures and organisation's best practices. Customised customer experiences to build brand loyalty. Managed team of dedicated employees, overseeing hiring, training, and professional growth of employees. Assisted physiotherapists in preparing treatment areas for patients by organising rehabilitation equipment and cleaning.

**Products worked with:**

Elemis  
dermalogica

**May 2017 - May 2019 - Spa Consultant** at Holistic Health, Kidderminster, UK - United Kingdom, (Day Spa)

**Duties included:**

Reflexology Aromatherapy Swedish massage Reiki healing Hopi ears Hot stone massage Observed changes in patients through , amending treatment plans to suit altering needs. Examined patient medical records to determine best treatment plans and massage therapies. Kept up-to-date on latest treatment and massage developments, to continue to provide exceptional therapy sessions. Created a supporting, caring environment during sessions by listening to concerns, issues, requests and requirements. Built strong relationships with patients by providing friendly, calming and relaxing service. Kept accurate records of treatment plans, patient information and medical records on in compliance with regulations. Conducted consultations to understand patients needs, requirements and diseases, helping to create personalised therapies

**Products worked with:**

Elemis

**January 2016 - February 2017 - Spa Consultant** at The Titanic spa, Huddersfield, UK - United Kingdom, (5 Star Hotel Spa)

**Duties included:**

Utilised excellent communication skills to provide clients with clear instructions and explain massage procedures. Performed a variety of massage techniques according to clients' individual needs, including and Cleaned and disinfected treatment areas including massage beds and to maintain customer health and safety. Consistently exceeded monthly sales targets by through service upselling. Greeted clients within second timeframe, showing to appropriate treatment or waiting room. Efficiently managed client bookings and payments within .

**Products worked with:**

Decleor  
Carita

**Education and Qualifications:**

**2008 Bournville college**

- vtct
- Salon manager
- director
- Aromathrapy
- swedish massage
- reflexology

body massage

reiki healing

insian head

hopi ears

hot stones

## **2008 Bournville**

VTCT diploma in holistic therapies

Diploma in Anatomy and physiology

## **Product Training:**

### **April 2012 Decleor**

Huddersfield

The Titanic spa

Body scrubs

facials

massage

## **Vocational Qualifications**

Paramedic science

Aesthetics practitioner

Teaching English TEFL

Beauty/ massage tutor

Nutriton advisor

## **Hobbies and Interests**

wild camping

exploring

Krav maga

passion for health and wellbeing/ nutrion

CV created at [www.spastaff.com](http://www.spastaff.com)

