

Curriculum Vitae

Female

D.O.B. 08 May 1981

Number of years working in industry: 23 years 1 month

Candidate ID Number: 11187

Nationality: Indonesian

Language Skills:

Fluent: English

Basic: German

Permitted to work in: Indonesia, Austria

Position Sought: Spa Co-ordinator, Head Therapist, Treatment Manager / Spa Trainer, Senior Therapist

Personal Statement

I have a strong sense of discipline and meticulousness. I love my work and I welcome new challenges.

Seeking international work opportunities.

Employment History:

August 2010 - Present - Massage Therapist at (most recent employer hidden for confidentiality) Ried, Upper Austria, Austria, (Day Spa)

Duties included:

I am giving Aromatherapy Massage, Shiatsu, Deep Tissue Massage, Foot Reflexology and Facial treatment to regular customers who have their schedule varying from once a week, twice a month, to once a month.

Products worked with:

Shu Uemura facial products

The Body Shop massage oils

Yves Rocher massage oils

Fresh and natural products for body scrubs such as coconut, coffee, salt, sugar, honey, cucumber, rice, oatmeal.

December 2011 - February 2012 - Senior Therapist at Hotel Elisabeth Arthotel, Ischgl - Tirol, Austria, (5 Star Hotel Spa)

Duties included:

Performed Aromatherapy Massage, Sports Massage, Warm Stone Massage, Foot Reflexology, Body Scrub & Body Wrap.

I was the only hotel therapist working 8 hours/day and my revenue were approximately €6600 nett/month.

Products worked with:

Comfort Zone

September 2011 - September 2011 - Spa Consultant at Cielo Spa, Abu Dhabi, UAE - United Arab Emirates, (Day Spa)

Duties included:

Basically I did this job via email correspondence, because the spa is still under construction. My role was:

1. Create spa menu.
2. Create consultation form.
3. Contact the suppliers and order products.
4. Estimate the product stock for spa opening.

December 2008 - June 2010 - Assistant Manager at Berjaya Hills Resort, Kuala Lumpur, Malaysia, (Hotel Spa)

Duties included:

- Attending daily management meeting for the resort's operation. Here we discuss matters regarding to operational, not only on the spa matters but also those regarding to housekeeping, maintenance, security and else.
- Preparing the duty roster and attendance report, and ensure that the two spas operates in a balanced manning.
- Preparing monthly commission for therapists.
- Creating monthly in-house promotion as well as seasonal promotion packages. We have more than 12 Public Holidays in Malaysia and school holidays for the different states, that I am preparing different treatment for these specific occasions so that the customers will have more choices available. And that we could generate more revenue, and whenever possible, to exceed the budget.
- Assist the receptionist in handling reservation, guest inquiries and spa revenue posting.
- Stock control, both retail and operational.
- Creating new treatments and making the SOP for it. As the spa only have limited spa treatment such as Balinese Massage, Thai Massage, Reflexology, Facials and Basic Manicure/Pedicure, I am introducing new treatments such as Warm Stone Massage, Shiatsu, Lymphatic Facial, and bringing various types of body scrubs.
- Preparing Daily Revenue Report, Monthly Revenue Report, Weekly Operational Report, and Monthly Manager Report to be submitted to the Financial Controller, Spa Director and General Manager respectively.
- Setting up the standard of cleanliness, maintenance of the spa area, and giving a good example to the staff on how to appreciate the property.

Products worked with:

Huet Biologie - France

Josiane Laure - France

Biossentials - Malaysia

Ayura - Japan

September 2006 - June 2008 - Senior Therapist at Maven Spa, Dubai, UAE - United Arab Emirates, (Day Spa)

Duties included:

- Perform spa treatments such as Balinese massage, Aromatherapy massage, Shiatsu massage, Herbal Bolus massage, Warm Stone massage, Duo Harmony massage, foot spa and reflexology, spa manicure/pedicure, spa hair treatment, and ear candling.
- Body scrub, using fresh and natural ingredients such as cucumber, apple, papaya, candle nut, rice, and many more. As the spa continuously provides different monthly promotion on body scrubs, I also made some research to create new ingredients.

- Spa facial, also with fresh and natural ingredients such as honey, olive oil, cucumber, oatmeal, apple, and green tea.
- To introduce and to promote the products which is all natural, and to generate sales for the retail.
- Assist the receptionist in handling reservation, guest inquiries, membership and gift voucher selling, and cashiering.
- Stock control, both retail and operational.
- Create SOP for some of the treatments provided.
- Involved in the spa set up, as I joined with them before the spa opened. Also, as they expand and opened a branch, I was involved in the set up as well as making the SOP for the treatments and cleanliness.

Products worked with:

Fresh and natural products such as cucumber, avocado, papaya, coffee, salt, sugar, oatmeal, honey, etc.

Traditional products from Bali, Indonesia.

Career Break - Traveling

January 2006 - August 2006 - Spa Co-ordinator at Berjaya Hills Resort, Kuala Lumpur, Malaysia, (Hotel Spa)

Duties included:

- Make staff duty roster.
- Make monthly commission report, daily and monthly reports, to be submitted to Spa Manager.
- Attend daily briefing and spa meetings.
- Control the product stock and ensure the qualities.
- Conduct training for the staff, to make sure their performance met the standard of a spa, and submit the training report to Spa Manager.
- Solve internal problem within the staff.
- Make the SOP for every treatments provided in the spa.
- Make bi-weekly mini SOP for staff performance in the resort.
- Maintain the spa cleanliness.
- To be trained in a slimming treatment using LPG Cellu-M6 machine.

As the resort planned to open another spa with a different concept, I was introduced to Thermarium from Austria. Their technology includes: Herbal Steam Bath, Salt Inhalation, Mud Chambers, Crystal Bath, Mineral Plunge Bath, and Aquaveda Massage.

Products worked with:

Biossentials - Malaysia

Ayura - Japan

April 2005 - December 2005 - Massage Therapist at Berjaya Hills Resort, Kuala Lumpur, Malaysia, (Hotel Spa)

Duties included:

- There are two spas in this resort with different concepts: one is a Japanese style spa named Tatami Spa and a French themed spa called La Lavande.
- In Tatami Spa, I perform Shiatsu massage, body scrub, body wrap, and foot spa.
- In La Lavande, I perform foot reflexology, Aromatherapy massage, Balinese massage, manicure and pedicure.

- Attend three days course for body and face treatments using micro current and Galvanic with products from France: Huet Biologie and Josiane Laure that I trained in treatment such as: face lifting, anti-ageing treatment, bust treatment, and buttock-lifting.
- Attend training for Ear Candling treatment, hand and foot paraffin treatment.
- Handle spa reservation and guest activities.
- Opened flea market during the weekends to provide the kids with fun nail painting and mini massages.

Then, I was promoted to be the supervisor for the spa in January 2006 (please see the detail of this job in previous page).

Products worked with:

Biossentials - Malaysia

Ayura - Japan

September 2003 - September 2004 - Massage Therapist at Losari Coffee Plantation Resort and Spa, Java, Indonesia, (5 Star Hotel Spa)

Duties included:

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- Perform Indonesian style spa treatments such as Aromatherapy Massage, Balinese Massage, Hawaiian Lomi-Lomi, Swedish Long Stroke Massage, Warm Stone Massage, Non-Oil Massage, various types of natural body scrubs, spa facials, foot massage and foot spa, manicure, pedicure, hair treatments using natural products and Turkish Hamam.
- Assist receptionist in handling reservations, guests' consultation and cashiering.
- I had the opportunity to learn yoga with a yoga teacher from Spain, and appointed as her assistant to lead yoga class for the guests twice a week.
- I was sent for training in Jakarta to learn more on Manicure and Pedicure.

I was joined with the company before the spa opened that I was involved in setting up the spa rooms decoration, spa menu, and to get trained by a professional spa consultant Ms. Susan Stein from Jari Menari, Bali.

As the spa was very new at that time, I was also preparing for the photo shooting for magazine, newspaper and television as part of advertising the spa.

Products worked with:

Marine Mud from Jordan

Olive products from Turkey

AW Lake - Bali Indonesia

Career Break - Traveling

June 2001 - July 2003 - Radio broadcaster at IBC radio station, Java, Indonesia, (Product Company)

Duties included:

I worked as a radio DJ in the year of 2001 - 2003, I hosted morning shows, news reports, health and psychology show, and participate in their off-air show/road show. I wrote my own scripts for each show as well as created the song play lists. I had the chance to interview some local artists.

Career Break - finish studying for University graduation

Education and Qualifications:

2005

Huet Biologie

Technical Knowledge of HB Skincare (Products and Perform)

2003 Jari Menari

Spa Service & Treatment Training

2006 Widya Pramana Spa School

Spa Therapist Graduate

G.P.A. 3.00

Subjects:

- Body Massage
- Hand, Foot & Nail Treatment
- Body Treatment
- Facial Treatment
- Shiatsu Massage
- Foot Reflexology

2002 Diponegoro University

Graduated as Diploma for English Literature.

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Product Training:

February 2012 Comfort Zone

Arthotel Elisabeth, Ischgl - Austria

Products knowledge and application.

November 2005 Josiane Laure - France

Berjaya Hills Resort, Kuala Lumpur, Malaysia

Basic Facial Treatment using the products from Josiane Laure and the facial equipment Microcurrent/Galvanic.

Cellulite & Firming Treatment with cupping technique.

November 2005 Huet Biologie

Berjaya Hills Resort, Malaysia

Facial Treatment

February 2004 Manicure & Pedicure

Jakarta, Indonesia

training in Manicure and Pedicure in a beauty salon in Jakarta.

Product: OPI, Jessica.

December 2003 Turkish Hamam and Jordanian Marine Mud

Losari Coffee Plantation Resort and Spa, Indonesia

Spa treatments training using olive soaps and salt scrubs from Turkey, as well as Marine Mud from Jordan, and guests service training.

Vocational Qualifications

I joined basic Yoga course when I worked as a therapist in Losari Coffee Plantation Resort and Spa, as I take the knowledge quite well according to the teacher (Ms. Ines Somellera from Mexico), I had the chance to lead the morning yoga session for guests.

I am computer literate, as well as having the knowledge of internet.

Hobbies and Interests

- I like reading any kind of subjects. Enjoy reading suspense and literature as much as cartoons and fashion magazine.
- Singing and dancing are my other hobbies as it brings out the happiness and as a way to exercise.
- I love traveling, and always amazed on different cultures and diversity in every places.

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