

# Curriculum Vitae

**Female**

**D.O.B. 25 December 1973**

**Number of years working in industry: 11 years 0 months**

**Candidate ID Number:** 11200

**Nationality:** British

**Language Skills:**

Fluent: English

Basic: Spanish, French, Italian

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

**Position Sought:** Regional Senior Manager, Spa Director, Spa Manager, Spa Co-ordinator, Area Sales Representative

## **Personal Statement**

My key strengths are Integrity, Initiative, Determination, Assertiveness, Adaptability. A Team Player who is goal orientated with excellent attention to detail and ability to work well under pressure.

My main goals are to continue to build on my track record to be an excellent leader who is respected as a role model by my team. I aim to continue to be successful in building and maintaining relationships resulting in improved customer service and increased sales performance.

Seeking work in Galway, Ireland and anywhere in the UK.

## **Employment History:**

**April 2010 - September 2010 - Spa Manager** at (most recent employer hidden for confidentiality) Nutfield, Surrey, UK - United Kingdom, ( Hotel Spa)

### **Duties included:**

- Key successes in this role: Driving monthly sales and revenue, successfully exceeding same period last year, month on month within first 5 months.
- Diary management -constantly reviewing bookings and making corrective actions and strategic sales planning to increase revenue.
- Dramatically improving standards and attention to detail in the department.
- Building strong relationships with suppliers and third parties, which were generally poor on appointment.

### **Products worked with:**

Espa, Murad, Neom, Bare Minerals, Jessica nails

**May 2007 - March 2010 - Spa Manager** at Doonbeg Golf Resort & Spa, Doonbeg, Co Clare, Ireland, Ireland, (5 Star Hotel Spa)

### **Duties included:**

Key responsibilities were office administration and management; Purchasing, stock and inventory control, Human resource functions- completion of clock cards, appraisals and disciplinary, Financial control of business including responsibility for improving profitability and working within budgets, Reception management, Managing customer database, Handling reservations, Overall responsibility for department cash and end of day reports.Being goal oriented, a key success was that sales targets were achieved and exceeded year on year despite the economic slow down.

- Driving sales through the local market by networking with women's groups, e-marketing and organizing events to showcase products and services.
- Managing successful events, bringing in on average €1000 per 2 hour event. Coaching staff to take ownership of events.

- Created a motivational environment for staff, whereby sharing of ideas was promoted and preventing change was challenged.
- Keeping costs to a minimum through clever use of payroll and by maximizing staff's abilities and skill-

#### **Products worked with:**

Kerstin Florian, Voya, Mama Mio maternity, Essie, Jane Iredale cosmetics

**February 2005 - August 2006 - Assistant Manager** at Duniye Spas Ltd, Republic of Maldives, Maldives, (5 Star Hotel Spa)

#### **Duties included:**

Responsibilities pertaining to managing a culturally diverse team of 40 staff: therapists, Receptionists and a supervisor throughout a group of 10 spas located in Republic of Maldives, Sri Lanka and Seychelles. Dealing with guest concerns and improving customer service, HR functions including staff rotas and following disciplinary procedures. Monitoring staff to maximise team motivation and understanding in all areas of operation. Assisting in formulating the company handbook, Creating an orientation booklet used in the staff-training programme, Developing and updating Standard Operating Procedures while communicating all changes to staff.

- Key successes included setting up and opening a spa in Sri Lanka in October 2005. Responsibility for recruiting and training the full team of therapists and Receptionists. Sole manager in charge, in Sri Lanka for 3- month period following opening.
- Responsibility for transferring staff across the group of spas and handling related human resource issues including approving holidays and annual leave.
- Creating and developing training material and delivering this training to staff throughout all the spas in the group. Success in getting staff to share the same vision and spa philosophy.

#### **Products worked with:**

Bio Kor skincare and own brand signature spa products

**Career Break - Training - industry-related**

**October 2003 - April 2004 - Senior Therapist** at Virgin Blue Lounge & Keturah Day Spa, Sydney and Perth, Australia, (Day Spa)

#### **Duties included:**

Holistic therapist and beauty therapist

- Working in Spas in Australia gave an insight into new ways of working and innovative techniques and therapies

Having the opportunity to go to Australia, obtained work in the Virgin Blue Lounge at Sydney airport. Also worked in Keturah Day Spa in Perth. Work in Australia on this type of Visa was limited to 3 months with each employer

#### **Products worked with:**

.Sothys skincare

**August 1999 - August 2003 - Senior Therapist** at Culloden Hotel and Spa, Holywood, Co Down, UK - United Kingdom, (5 Star Hotel Spa)

#### **Duties included:**

All duties pertaining to being a spa therapist.

During this time I was also managing a small holistic therapy practice in a Chiropractic clinic on a part time basis.

#### **Products worked with:**

Espa, Decleor

**August 1998 - June 1999 - Massage Therapist** at Steiner Transocean Ltd, Norwegian Cruise Lines, Celebrity Cruise Lines. Caribbean, (Cruise Ship)

## **Duties included:**

All duties pertaining to a spa therapist.

Retail sales

Product and service Presentations and spa tours

- Key successes: frequently receiving incentives for high product sales and very positive customer feedback, being personally named on end of cruise guest cards.
- Through hard work and thorough guest consultations achieved a high percentage of product sales to treatments.

This experience was invaluable in providing a sound knowledge base of the spa industry and good understanding of sales as well as how to run a business proficiently.

## **Products worked with:**

Elemis, La Therapie

**Career Break - Training - industry-related**

## **Education and Qualifications:**

### **2004 North Antrim Institute, Northern Ireland**

NVQ Level 3

Beauty Therapy

### **1998 Belfast Institute**

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Holistic Therapies- Reflexology, Advanced massage, Aromatherapy, Indian Head Massage

### **1995 Queen's University Belfast**

BSc Hons Psychology- grade 2.1

### **1992 St Michael's Senior High School**

A-Levels Geography A, Chemistry B, Biology C

G.C.S.E'S English A, English A, English Literature, A, French A, Mathematics B, Religion A, Geography A, Biology A, Chemistry B, Art & Design C

## **Product Training:**

### **October 1998 Elemis**

Steiner Transocean Training Academy, Stanmore

Product and retail training

## **Vocational Qualifications**

IT and computer competency

Excellent knowledge of all applications of Microsoft Windows, excel, word and powerpoint. Microsoft Outlook Express and diary management  
Full Clean Driving License

## **Hobbies and Interests**

Travel and reading about foreign cultures and civilizations. Volunteer work, music, food and cooking, cinema and theatre, keeping fit through exercise and zumba dance classes. Attending local Toast master networking sessions. Interior design.

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