

# Curriculum Vitae

Male

D.O.B. 27 May 1985

Number of years working in industry:

18 years 8 months



**Candidate ID Number:** 11567

**Nationality:** Indian

**Language Skills:**

Fluent: English, HINDI, TAMIL, KANNADA, TELUGU

Basic: Spanish, French

**Permitted to work in:** India

**Position Sought:** Spa Manager

## Personal Statement

1. I want to operate luxury up-market Spa, Health and Leisure property- International 5 star leisure market.
2. With my education and experience, I have knowledge and self-confidence in making difference wherever I work.
3. I wish to be in Operations for a Medium to Large international 5 star Spa Resort/Hotel or Health and Leisure resort facility

## Employment History:

**August 2012 - Present - Regional Senior Manager** at (most recent employer hidden for confidentiality) Chennai, India, (Day Spa)

### Duties included:

Overall Spa Head for the three branches of Spa Influence ,Chennai.

- Use financial plans for spotting trends, measuring productivity and monitoring progress.
- Control ongoing service and product margin analysis to ensure profitability.
- Implement opportunities for managing operational costs and boosting the bottom line.
- Develop Spa's Marketing Strategy and ensure a consistent image is being portrayed.
- Develop Value Packed Proposals and maintain internal staff retention programs.
- Implement ongoing skills training to ensure service standards are being upheld.
- Develop and monitor Job Descriptions and Staff Goals Planning.
- Heading the pre-opening of the Spa Influence such as recruitment, pre-opening training,

Developing the spa menu & concept, project purchase, spa room set ups etc.

Monitor customer satisfaction with surveys, focus groups and comment cards.

**November 2009 - Present - Spa Manager** at VIRGIN SPA CONSULTANTS, BANGALORE , India, (5 Star Hotel Spa)

### Duties included:

- \* Spa Operations Management
- \* Team Building & Motivation
- \* Pre-opening expert

- \* Budget Administration
- \* Ayurveda and Naturopathy Health Care
- \* Spa Therapy Designing
- \* Cost Containment
- \* Marketing strategy

- \* Revenue Generation
- \* Performance Evaluations
- \* Departmental Restructuring
- \* Labour Cost Controls
- \* Security/Risk Management
- \* Guest service recovery
- \* Multi-skill Training Initiatives
- \* Health Club and Spa Management
- \* Vendor Sourcing
- \* Departmental Rostering
- \* Facility Maintenance
- \* Inventory Planning/Controls
- \* Front-of-House/Back-of-House

Operations

- \* VIP Relations
- \* Spa Purchasing

**Products worked with:**

SPA SOFT,BLOSSOMS,CEFAR ACTIVE,DOVE SPA,COMFORT ZONE,ELEMIS,SUNDARI SPA

**November 2009 - Present - Spa Manager** at ZEN SPA, Bangalore, India, (5 Star Hotel Spa)

**Duties included:**

- Increased revenue by 60% compared to the previous year by introduction of new treatments and improving the standards of the services offered.
  - Responsible for all the day to operations of International Spa, Ayurveda Spa, Beauty Parlour, Swimming Pools, Health Clubs.
  - Responsible to implement ongoing skills training to ensure service standards are being upheld.
  - To develop spa's marketing strategy and ensure a consistent image is being portrayed.
  - To interpret financial reports and provide expertise on Revenue vs. Expenses.
- Attend management meetings and convey all relevant information throughout the department.

**Products worked with:**

SPA SOFT,BLOSSOMS,CEFAR ACTIVE,DOVE SPA,COMFORT ZONE,ELEMIS

**June 2008 - December 2009 - MEDICAL OFFICER** at MAHARASTRA HOMEOPATHIC FOUNDATION HOSPITAL, AHMEDNAGAR, India, (Hospital / Medical Clinic)

**Duties included:**

- Handles the tasks of controlling communicable disease in the assigned territory
- Access environmental health concerns with the help of stakeholders
- Responsible for developing, implementing and recommending policies in support of health
- Performs tasks of educating health care providers.
- Plans as well as evaluates health care programs
- Monitor and supervise health surveillance activities and program

Provides leadership in case of emergency situations

**February 2009 - October 2009 - MEDI SPA CONSULTANT** at ONBOARD SPA COMPANY, UNITED KINGDOM & MEDITERRANEAN, (Cruise Ship)

**Duties included:**

- Assists the Spa Director in the day-to-day operations.
- Provides both wellness and diet consultations to the clients.
- Responsible for the all the activities in the Acupuncture & Yoga.

Undergone client relationship training program by Hardings Spa,UK.

- Responsible to provide wellness consultation for the guest under the wellness program.
- Responsible for all activities and responsibilities at the Spa in the absence of Manager.
- Introduced signature treatments and packages.

**Products worked with:**

COMFORT ZONE,ELEMIS,O SPA LONDON,CEFAR ACTIVE,AROMA,SUNDARI SPA

**May 2007 - May 2008 - JUNIOR RESIDENT** at S.D.M NATURE CURE, BANGALORE, India, (Hospital / Medical Clinic)

**Duties included:**

- Gained knowledge regarding the Modern Exercise programs, importance of combining rejuvenating treatments with Yoga & Aerobics.
- Conducted project on ‘Holistic approach of treating Insulin dependent Diabetes Mellitus’.

Responsibilities in fitness & Yoga studio and coordinating activities over there.

Co-ordinates the activities of Fitness centre, Yoga studio, Physiotherapy section and acupuncture department

**Education and Qualifications:**

**2009 HARDINGS SPA**

TRAINING

SPA RETAIL & MARKETING MANAGEMENT

**2008 KERALA AYURVEDHA**

DOCTORS TRAINING IN PANCHAKARMA

AYURVEDHA -PANCHAKARMA SPA TREATMENTS

**2009 KERALA AYURVEDHA PHARMACY**

DOCTORS TRAINING IN PANCHAKARMA (AYURVEDHA) & SPECIAL THERAPIES

**2008 RAJIV GANDHI UNIVERSITY OF HEALTH SCIENCES**

B.N.Y.S-BACHELOR OF NATURAL MEDICINE & YOGA

FIVE YEARS DOCTORAL PROGARM WITH ONE YEAR OF INTERNSHIP

**Product Training:**

**April 2009 CEFAR ACTIVE**

SPA

ACTIVE WEIGHT LOSS ,PAIN RELEIF PRODUCT USAGE

**Vocational Qualifications**

Pursuing MBA [Specializing in Human resources.], University Of Madras, India.(started in year 2011)

## Hobbies and Interests

Acknowledged & experienced Spa Professional with extensive knowledge in Health & Wellness Sciences gained with top of the line International Hospitality Company having 5 star Luxury Spa resort.

Self- motivated with Leadership and Organizing skills wishing to pursue my career in the dynamic Spa and Healthcare industry by putting my Ayurvedic, Oriental and European Spa therapy experience to organize and manage world class Spas and Treatment centers. With holistic and innovative, high quality Holistic Spa therapies to offer guests an enriching experience in Mind, Body and Soul to renew, restore, rejuvenate and revitalize is my belief.

Influential change agent and democratic manager. People and guest focused, passionately committed to employee empowerment and the productivity, cost-containment and buoyant environments shaped by motivated teams. Rich mix of intuitive business sense and hands-on experience balanced by Traditional Therapy knowledge and ongoing University studies. Prolific learner an open-door manager, capable of changing, gears fast and often. Proven successes in resolving long-term issues, reversing unproductive and error-plagued processes, and restoring business to operational functionality

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