

Curriculum Vitae

Female

D.O.B. 05 December 1986

Number of years working in industry:

18 years 1 month



Candidate ID Number: 11706

Nationality: British

Language Skills:

Fluent: English

Basic: Spanish

Permitted to work in: Cyprus, UK - United Kingdom

Position Sought: Spa Consultant, Assistant Manager, Head Therapist, Treatment Manager / Spa Trainer, Senior Therapist, Beauty Therapist

Personal Statement

I am an outstanding Trainer for a world wide brand teaching professional therapists as well as Spa supervisory and Head Therapist experience with over 5 years working in the spa industry. I have worked for one of the best flagship day spas in the world as well as for several of the best luxury skincare brands around.

I am used to working with VIP'S such as celebrities, royalty and government officials so I am used to very demanding clientele, therefore my customer service skills are beyond exceptional.

Employment History:

January 2014 - Present - Treatment Manager / Spa Trainer at (most recent employer hidden for confidentiality) london, UK - United Kingdom, (Product Company)

Duties included:

Delivering training courses in face and body treatments for up to 16 students

Delivering training on product knowledge and brand philosophies

Demonstrating treatments to a high standard

Assessing therapists in their practical treatments

Assessing therapists in their product knowledge

Proficient in using Microsoft Power point and Outlook

Stock control

Products worked with:

Caci

May 2012 - Present - Treatment Manager / Spa Trainer at decleor, England, UK - United Kingdom, (Product Company)

Duties included:

teaching account holders and therapists about Caci brand and philosophies

Training students in the non surgical facelift treatments as well as other face and body treatments we offer

Training therapists in the vaci machine and how to sell treatments

Assessing therapists in theory and practical ability

Certifying students

Stock take

Products worked with:

Decleor

Career Break - Temping at a 5 star hotel spa

March 2014 - October 2014 - Senior Therapist at Spice Isle Retreat Spa, Grenada, Grenada, (Day Spa)

Duties included:

Performing all beauty and spa treatments to a high standard

Building a loyal client base through providing great treatments and customer service

Reception duties

Stock take

Training therapists in massage and facials

Products worked with:

Dermalogica

July 2011 - June 2012 - Head Therapist at No1 Traveller, Heathrow, UK - United Kingdom, (Day Spa)

Duties included:

Managing a team of senior therapist, therapists and hair stylists

Driving the Spa business forward and maximizing profitability

Motivating the spa therapists and stylists to maximise treatments and retail sales

Making sure the team reaches their individual and overall targets in all areas

Ensuring the 5 star standards are met at all times

Ordering and controlling stock

Following sickness and holiday procedures

Training the team in providing the best customer service skills at all times

Conducting training in new treatments

Creating new ideas in promoting spa services and treatments

Products worked with:

Aromatherapy Associates

Rodial

Jessica

January 2008 - July 2011 - Beauty Therapist at elemis ltd, london, UK - United Kingdom, (Day Spa)

Duties included:

Meeting and welcoming clients

booking in, answering calls and administrative duties

client care and consultation

performing 5 star treatments

giving client homecare advice

retailing

promoting brand awareness

mananging columns and running the spa smoothly and effectively

Products worked with:

elemis

Education and Qualifications:

2010 british beauty academy

certificate

elemis product and treatment training

individual eye lash training course

uv gel nails course

2006 london college of beauty therapy

nvq level 3 beauty therapy and massage

2004 uxbridge college

nvq level 2 beauty therapy

Product Training:

June 2012 Decleor

London

Decleor product knowledge

retail sales

face treatments

body treatments

August 2011

Rodial

Rodial - Fulham

Rodial facials and body treatments

product training

July 2011 Jessica

Jessica-Borehamwood

Jessica standard mani

deluxe mani/pedi

geleration

product training

July 2011 Aromatherapy Associates

AA Head quarters Tw8

Core revival

full body

Treatments specially designed for No1 Traveller

**October
2009**

elemis

at elemis ltd u.k.

all product training

retail training

elemis face and body treatments

Hobbies and Interests

I love doing beauty treatments in my spare time and attending short courses related to the beauty industry

CV created at www.spastaff.com

