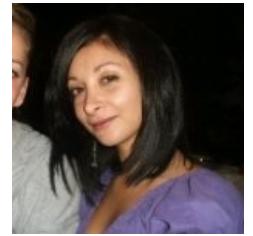


Curriculum Vitae

Female

D.O.B. 22 October 1984



Number of years working in industry:

20 years 4 months

Candidate ID Number: 11722

Nationality: Maltese

Language Skills:

Fluent: English, Maltese, Italian

Basic: Spanish, French, Arabic

Permitted to work in: European Union, UK - United Kingdom

Position Sought: Spa Consultant, Regional Senior Manager, Spa Director, Spa Manager, Salon Manager, Spa Coordinator, Treatment Manager / Spa Trainer

Personal Statement

My goal is to be in an environment which helps me grow both career wise as well as an individual. I am happiest when I am in an environment which inspires me. I love challenges as they keep me motivated.

Seeking work in the Middle East, International Locations and Cruise Ships.

Employment History:

August 2014 - Present - Assistant Spa Director at (most recent employer hidden for confidentiality) Celebrity Eclipse/Celebrity Reflection, (Cruise Ship)

Duties included:

-Training new staff members (canyon ranch have no formal training facility all training is done onboard)

-Maximising revenue

-Inventory

Implementing new ideas especially since CR is new to celebrity cruises

-Liasoning with other departments

-General HR duties pertaining to staff needs

-Payroll

-Paperwork

Products worked with:

Environ

Red Flower

Shankara

Kerastase

Moroccan Oil

T-Spheres

Luzern

Sjal

October 2011 - Present - Training & Operations Manager at Myoka Spas, Malta, Malta, (5 Star Hotel Spa)

Duties included:

- Training on brand standards, retail skills, upselling, treatments and reception skills in all 4 spas for new and existing employees
- Treatment Training services at existing spas and new spas
- Setting targets and assisting spa managers in achieving and exceeding them
- General Supervision of 4 spas
- Handling stock orders for company
- Assisting the managing director in the running of 4 spas
- Liaising with brands re: treatment sequences and training

Replacing Spa Managers on leave

Career Break - Recpvering from Major Operation

October 2018 - Present - Assistant to the Director, Operations Manager at Aesthetic Virtue, London and Malta, UK - United Kingdom, (5 Star Hotel Spa)

Duties included:

- Co-ordinate all patient appointments and follow ups in Harley Street, London and also in Malta
- Recently working with the director on designing a new training course focusing on luxury medi spa management.
- Patient Liaison in Harley Street and in Malta
- Manage company social media accounts
- Liaising with web designers with regards to website updates and SEO
- Planning and executing all marketing, PR, and promotional material
- Developing and implementing numerous ideas and initiatives regarding patient experience and satisfaction.
- During this role I also continued to further my studies in order to have the appropriate certification and be able to perform advanced aesthetic treatments such as micro needling, laser hair removal and chemical peeling. Instructors have recognized me as an extraordinarily fast learner, strong communicator, and strategic problem solver
- Customer experience and journey management and co -ordination
- Implementation of SOPS for the clinics' operations

Products worked with:

Obagi

Neostrata

October 2019 - Present - Aesthetic Clinic Manager at Aesthetic Virtue Ltd, London and Malta, UK - United Kingdom, (Hospital / Medical Clinic)

Duties included:

- Co-ordinate all patient appointments and follow ups in Harley Street, London and also in Malta
- Recently working with the director on designing a new training course focusing on luxury medi spa management.
- Patient Liaison in Harley Street and in Malta
- Manage company social media accounts
- Liaising with web designers with regards to website updates in preparation to launch a new website
- Planning and executing all marketing, PR, and promotional material
- Developing and implementing numerous ideas and initiatives regarding patient experience and satisfaction.
- During this role I also continued to further my studies in order to have the appropriate certification and be able to perform advanced aesthetic treatments such as micro needling, laser hair removal, and chemical peeling. Instructors have recognized me as an extraordinarily fast learner, strong communicator, and strategic problem solver

- Customer experience and journey management and coordination
- Implementation of SOPS for the clinics' operations

Products worked with:

Obagi Skincare

October 2015 - July 2016 - Regional Senior Manager at L'Arya Limited, MALTA, Malta, (5 Star Hotel Spa)

Duties included:

October 2015 - July 2016

Area Spa Manager

- Administration and paper work related to expenses, staff rosters and budgets
- Focusing on improving and enhancing customer experience both hands on and via different channels (emails, social media, telephone) from a procedure side
- Staff training to implement the above
- Day to day running of spas
- Monitoring stock usage
- Dealing with customer queries
- Assisting guests to plan their time at the various spa locations and to tailor make the treatments to suit their needs

Products worked with:

-Clarena
-Decleor
-Panpuri
-kerastase

November 2013 - April 2014 - Spa Operations Manager at House of Enspa, Abu Dhabi, UAE - United Arab Emirates, (Day Spa)

Duties included:

- Pre opening set up of The Nail Spa's newest location in Abu Dhabi(Eastern Mangroves)
- Administration tasks related to daily the spa operation
- Launch of new Salon brand Marquee hair in Abu Dhabi
- Launch of Kevin Murphy salon range in UAE
- Launch of DDG skincare in Abu Dhabi
- Launch of Heaven spa range in Abu Dhabi
- Co-ordination of soft launch for Eastern Mangroves
- Full Day to day running of 1 location (Eastern Mangroves) including:
- Finance reports
- Monitoring Service & Retail revenue
- Pushing staff to achieve targets
- Ensuring Brand Standards and SOPs are adhered to
- Monitoring Staff Progress
- Overseeing operations for all other locations in Abu Dhabi

Products worked with:

DDG

Essie

Heaven

Kevin Murphy

GHD

Brazilian Blowout

December 2010 - April 2011 - Head Therapist at Purple Patchouli, Al Ali Mall, Bahrain, (High Street Salon)

Duties included:

Performing Treatments

Implementing new rules at reception

Implementing staff incentives for upselling and crosselling

Training reception in above

Creating promotions

Inventory

Finding ways to maximise revenue

Products worked with:

Aromatherapy Associates

Image

September 2008 - November 2010 - Managing Director at Danni Attard Beauty Clinic, Hamrun, Malta, (Day Spa)

Duties included:

Performed all facial treatments including microdermabrasion and ultrasound facials

Running of the spa

Organising late night home services and also late night appointments to accomodate clients such as doctors and lawyers.

Inventory

PR

Budgets

Products worked with:

Babor

Dermastir

Gatineau

August 2007 - September 2008 - Area Sales Representative at Alta Care Laboratoires, Sliema, Malta, (Product Company)

Duties included:

Export sales

Training for treatments, use of machinery and product theory

Designing of treatments face and body for DERMASTIR brand

Products worked with:

DERMASTIR

April 2007 - May 2007 - Spa Manager at Oriel House Hotel, Ballincolling, Ireland, (Hotel Spa)

Duties included:

Pre Opening of Spa in 4 star hotel

Selection of staff

Organising SOPS and all matters related to pre opening

* was a brief employment as I needed to leave Ireland and get back to Malta due to family emergency

Products worked with:

Babor

April 2006 - April 2007 - Assistant Manager at Starwood Hotels & Resorts, Cork, Ireland, (5 Star Hotel Spa)

Duties included:

Pre Opening of spa

Selection of therapists

Therapist rotas

Inventory

Therapist's training

Implementing SOPS

Duty Management shifts in hotel and in spa

Products worked with:

Comfort Zone

Jessana

Les Luneides

November 2004 - March 2006 - Senior Therapist at Steiner, Costa Atlantica - Caribbean & Costa Magica - Caribbean & Mediterranean, (Cruise Ship)

Duties included:

Mainly did La Therapie facial column but filled in for manicures and pedicures when there was no nail technician onboard

2 contracts with Costa Cruises, attended training in London before each contract

Promoted to Asst Manager during first contract on Costa Atlantica, then join Magica as senior therapist as there was no position for asst manager.

Always went over target and also helped with reception

Performed seminars and helped with other staff member's retail training

Products worked with:

La Therapie

Ionithermie

ELEMIS

Education and Qualifications:

2021

2003 School of Beauty Therapy

ITEC - Aesthetician

2000 St Catherine's High School

O Level Matsec Passes in :

Maltese

English Language

English Literature

Italian

Mathematics

Biology

Computer Science

Social Studies

Religious Knowledge

O Level GCE Passes

English Language

Mathematics

Biology

Product Training:

January 2011

Image

Purple Patchouli

Image peeling facials

December 2010

Aromatherapy Associates

Purple Patchouli, Bahrain

Aromatherapy Associates Face & Body treatments

April 2007 Babor

Oriel House Hotel, Ballincolling Co.Cork

Babor Hot Stones

Babor facials

Babor Sea Creation

Babor System Gold

Babor Body Treatments

May 2006 Les Luneides

Sheraton Fota Island Golf Resort & Spa

Hydrotherapy Baths

Body Rituals using flotation beds

Vichy Shower

Thalaxion suite

Seaweed treatments

Thalasso treatments

May 2006 Jessana

Sheraton Fota Island Golf Resort & Spa

Jessana Spa Pedicure

Jessana Spa Manicure

May 2006 Comfort Zone

Sheraton Fota Island Golf Resort & Spa - Cork, Ireland

Comfort Zone facials

Comfort Zone Pregnancy massage

Comfort Zone Hot Stone Massage

Comfort Zone Action Sublime Facial

December 2005

Ionithermie

Costa Magica

Practical training on the use of Ionithermie machine and products for slimming and cellulite

October 2005

La Therapie

Steiner Training Academy - London

Practical and theory training in all aspects of La therapie, including glycolic peels and facials with machinery

October 2005

Elemis

Steiner Academy London

Aromaspa training

Deep tissue massage training

Hot Stone Massage training

Elemis facial training

Vocational Qualifications

First Aid qualifications

Hobbies and Interests

Current Events

Fashion

Experiencing different cultures

Reading

CV created at www.spastaff.com

SPA STAFF. COM
