

Curriculum Vitae

Female

D.O.B. 26 March 1962

Number of years working in industry:

38 years 5 months



Candidate ID Number: 11774

Nationality: Brazilian

Language Skills:

Fluent: English, Portuguese, Spanish, Italian

Good: Greek, French

Permitted to work in: Uruguay, Grenada, Brunei, Brazil, Argentina

Position Sought: Spa Consultant, Regional Senior Manager, Spa Director

Personal Statement

Experienced Professional in the Hospitality and Resort industry with a focus on Integrative Health, Spas & Wellness Retreat. Area of expertise include brand development, customer service at the highest luxury levels, sustainability, TCM, Ayurveda, Traditional Arabic and Islamic Medicine TAIM, Ancestral American Medicine, Macrobiotic, Pythagorean Temperamental Metabolic Nutrition, training and operational. Strong passion for Wellness Programs and brilliant teams.

Employment History:

December 2018 - Present - Spa Consultant at (most recent employer hidden for confidentiality) Langkawi, Malaysia, (5 Star Hotel Spa)

Duties included:

1 Review the existing Spa & Wellness offering including Operation Manual, Standard Operating Procedures (SOP & SOPT), menu planning, Spa & Wellness retail line of product (currently under development stage).

2 Provide the necessary initial report for improvement of the findings based on point 1.

3 Propose new offerings/packages based on the findings for improvement/enhancement of the Spa & Wellness in Malaysia Rainforest Concept and Traditions.

4 Define the Spa & Wellness Concept, Unique Selling Points and provide the necessary feedback to reach full business potential.

5 Provide a professional, advisory and executive support service to the Hotel GM as and when necessary.

6 Provide necessary support and assistance during any Spa Promotion or Special Event within the scope of Spa & Wellness field.

Products worked with:

Phyto 5

Bastien Gonzales

August 2018 - September 2018 - Speaker at EuroSciCon, Dublin, Ireland, (College)

Duties included:

Speaker for 9th International Conference of Acupuncture & Chinese Medicine
Title of Presentation: TCM & Ancestral Medicine Approach in Chronic Pain ~ Discussion on Clinic Case in Western Indies

December 2012 - October 2017 - Spa Consultant at Citadel Properties, Dubai, UAE - United Arab Emirates, (Day Spa)

Duties included:

Spa & Wellness General Manager

- Developing new Spa & Wellness concept.
- Cofounder of Coya Spa with a fusion of Rainforest approach & Traditional Arabic and Islamic wellness principles for GCC..
- Working with Architects, Consultants, Interior Designers and contractors to develop and conclude design process from space planning to selection of artworks and accessories. Draft the plan layout for architects, Project Manager in charge of contractor, procurement for all materials including operational.
- Operation Manual development, including customized SOPTs.
- Designed new signature healing treatments and products in Rainforest Indigenes concept and philosophies.
- Business plan execution.
- Concepting
- Menu selection and development of treatments and boutique products.
- Responsible for interviewing, hiring and managing the staff.
- Conduct and develop the technical & skill training of spa for five-star requirement.
- PR & Marketing.
- Soft Opening.

ISPA member

October 2011 - October 2012 - Sailing Yacht Captain at Ocean Cross, Saint Barthelemy, FWI and Mediterranean sea, (Cruise Ship)

Duties included:

- Managed frequent visits for high-profile guest, assuring the highest level of service and confidentiality.
- Design the healthy menu for owner and guest.
- Life style coaching for owner and guest.
- Help the 1st captain with maneuvers of the boat during the caribbean regattas.
- Spiker the boat in tur around the island.
- Coordinated the therapist and crew.

Products worked with:

Ligne St. Barth

Career Break - Traveling

January 2011 - June 2011 - Senior Hospitality Consultant and Trainer at Hotel Marina & Spa Quinta do Porto, Arraial d'Ajuda, Porto Seguro, Ba, Brazil, (5 Star Hotel Spa)

Duties included:

- Standardize the policies and procedures. Developed the manual.
- Conduct and develop the technical & skill training of Hotel Marina & Spa for five-star requirement.

Career Break - Traveling

October 2009 - October 2010 - Spa Consultant at Estrela d'Agua Pousada & Spa, Trancoso, ba, Brazil, (5 Star Hotel Spa)

Duties included:

- Designed new signature healing treatments and products in Brazilian Indigenes concept. Menu. And retail boutique products.
- Set up.
- Budget & Financial
- Was responsible for interviewing, hiring and managing the staff.
- Conduct and develop the technical & skill training of spa for five-star requirement.
- Standardize the policies and procedures. Developed the manual.
- Public relations.
- Managed frequent visits for high-profile guest, assuring the highest level of service and confidentiality.
- Marketing. Developed a program to reposition the spa within the local community and the spa industry. Efforts contributed to increased visibility and recognition from leading travel and lifestyle publications such as Vogue.

Opening

Products worked with:

Amazonia Viva

Weleda

Natura

August 2009 - April 2010 - Spa Consultant at Spa Biotherm au Club Med, Trancoso, ba, Brazil, (Day Spa)

Duties included:

Spa Management Consultant – Operations & Development

- Designed new signature healing treatments and products in Amazon and Rainforest concept. And retail boutique products.
- Menu
- Conduct and develop the technical & skill training of spa for five-star requirement.
- Standardize the policies and procedures. Developed the manual.
- Completed the establishment of Spa Club.
- Public Relation
- Managed frequent visits for high-profile guest, assuring the highest level of service and confidentiality.

Design the concept of this new spa brand launched on December 24th 2009.

Products worked with:

Biotherm

kerastase

loreal

Career Break - friends connection

December 2007 - May 2009 - Spa Consultant at Cocobahia, Verbania, Italy, (Day Spa)

Duties included:

all contents of the spa development

Products worked with:

cocobahia

aloha

Career Break - friends connection

January 2006 - January 2008 - Spa Consultant at Crown Spa Resort Hainan, Haikou city, China, (5 Star Hotel Spa)

Duties included:

- Designed new signature healing treatments in Chinese & Ayurveda concept. And retail boutique products.
- Conduct and develop the technical & skill training of spa for five-star requirement.
- Standardize the policies and procedures.
- Completed the establishment of Spa Club.
- Budget & Financial
- Public relations.
- Acted as Manager-on-duty in absence of Director.
- Maintained high staff satisfaction, resulting in reduced employee turnover and workers compensation claims.
- Speaker and performed spa treatments in wellness conference around China.
- Open a Brazilian restaurant & cultural center.
- Managed frequent visits for high-profile guest, assuring the highest level of service and confidentiality.
- Marketing. Developed a program to reposition the spa within the local community and the spa industry. Efforts contributed to increased visibility and recognition from leading travel and lifestyle publications such as Vogue and I Travel
- Award the best spa resort in China - World Travel Awards 2006.
- Support ISPA for the 9th International Spa & Wellness Conference and Exhibition in China.

Organize the 1st beach clean in China - Clean up the world - ONU.

Products worked with:

Christin Florian

jurlique

May 2005 - December 2005 - Spa Manager at Makadi Serena Spa, Hurghada, Egypt, (5 Star Hotel Spa)

Duties included:

- Pre-opening and set up.
- Conduct and developed technical & skill training for five-star requirement.
- Standardized the policies and procedures.

Public relations

Products worked with:

ayurveda fresh products

shanaz husain

Career Break - network connection

January 2005 - March 2005 - College Tutor at Natural Health Science School, Athens, Greece, (College)

Duties included:

- Chavutti Thirumal (barefoot).
- Deep tissue massage and back treatments.
- Herbs treatments for pain killer.
- Aromatherapy for pain killer.
- Marma therapy
- Shirodhara
- Doshas
- Welcome ritual, room set up, guest relations and safety

October 2004 - November 2004 - F&B Hospitality Consultant and Trainer at Canadian Embassy, Phnom Pehn, Cambodia, (Hotel Spa)

Duties included:

- Developed comprehensive policies and procedures manual.
- Creating the 7 menus for events.

Trained all staff, the chef, housekeepers, waitress and barmen.

Career Break - friends connection

November 2003 - November 2004 - Spa Consultant at Bliss Spa, Phnom Pehn, Cambodia, (Day Spa)

Duties included:

development and operations menu set up

Training program for therapist's:

- ISPA standards.
- Cambodia silk facial, designed by my self, using Cambodia herbs, fruits and vegetables.
- Jurlique facial and body treatments.
- Thai massage & herbs treatment.
- Deep tissue massage and back treatments.
- Aromatherapy massage.
- Reflexology.
- Four hands
- Manicure & Pedicure.
- Wraps, scalp and body treatments with Cambodia - Khmer fresh herbs & Asia Herbs.
- Hot stone therapy.
- Ayurvedic and Balinese treatments.

Products worked with:

fresh products

jurlique

Career Break - friends connection

November 2000 - May 2002 - Spa Director at Rosewood Hotels and Resort Canouan Island, Canouan Island, Saint Vincent, (5 Star Hotel Spa)

Duties included:

- Set up.
- Recruiting, interviewing, hiring, discharge, for 25 staff
- Conducted technical and skill training.

- Standardized the policies & procedures. Developed the operation manual.
- Create and design the menu
- Budget and Financial
- Marketing. Developed a program to reposition the spa within the local community and the spa industry. Efforts contributed to increased visibility and recognition from leading travel and lifestyle publications such as Condé Nast Traveler, Vogue Italy, Vogue England, Gente Viaggio, Elite Travel Magazine and CNN
- Managed frequent visits for high-profile guest, assuring the highest level of service and confidentiality.
- Coordinated vendor sales and products training.
- Public relations.

Was responsible for fully daily operations.

Also

Consulting to CCA Canouan engineering and architect for the new project of Spa at Canouan Resort

Products worked with:

phytomer

fresh products

weleda

Career Break - friends connection

November 1998 - November 2000 - Spa Manager at Carenage Bay Resort & Golf Club, Canouan Island, Saint Vincent, (5 Star Hotel Spa)

Duties included:

- Set up.
- Recruiting, interviewing, hiring, discharge, for 10 staff
- Conducted technical and skill training.
- Standardized the policies & procedures. Developed the operation manual.
- Create and design the menu
- Budget and Financial
- Marketing. Developed a program to reposition the spa within the local community and the spa industry. Efforts contributed to increased visibility and recognition from leading travel and lifestyle publications such as Condé Nast Traveler, Elle magazine, Gente Viaggio, Island
- Managed frequent visits for high-profile guest, assuring the highest level of service and confidentiality.
- Coordinated vendor sales and products training.
- Public relations.

Was responsible for fully daily operations.

Products worked with:

fresh products

weleda

phytomer

Career Break - Traveling

January 1996 - October 1998 - Owner and Crew on board luxury charter yacht at Yacht Playboy - Ferretti 58', Caribbean, based in Canouan Island, (Cruise Ship)

Duties included:

Crew, clean the boat, sailing, drive, clearing in and out, customer reports, therapist and chef.

Cooking for all customers

Holistic treatments such reflexology, shiatsu, deep tissue, herbs, clay, nutrition, quiropractic, aromatherapy, bach flowers, TCM, ayurveda, thalassotherapy

Products worked with:

fresh

weleda

Career Break - friend connections

December 1991 - November 1995 - Spa Director at Aldeia do Sol Resort & Health Spa, Arraial d'Ajuda, Brazil, (5 Star Hotel Spa)

Duties included:

- Pre-opening, set up.
- Recruiting.
- Budget and Financial
- Conduct technical and skill training for 88 staff.
- Standardize the policies and procedures.
- Responsible for full operations, including security and maintenance.

Managed frequent visits for high-profile guest, assuring the highest level of service and confidentiality.

Products worked with:

Fresh

Weleda

January 1991 - December 1991 - Bio Agriculture Project manager at Santarem Farm, Bemposta, Rio de Janeiro, Brazil, (Product Company)

Duties included:

Project manager for the transformation of a non-productive farm into an intensive production farm specialized un medical herbs and aromatic spice cultivated, dried and store organically & biological and to be sold to the homeopathic industry.

January 1987 - October 1990 - EAM F&B and Spa Operations and Developement at Aldeia do Sol Resort & Health Spa, Arraial d'Ajuda, Brazil, (5 Star Hotel Spa)

Duties included:

EAM F&B and Spa Operation & Development

· Spa set up (restaurants, juice bar, watsu pool, thalasso therapy pool, fitness, wet area, herbs garden)

Products worked with:

fresh

Career Break - friend connections

February 1982 - December 1985 - Assistant Manager at Clinica Sempre Viva, Belo Horizonte, Brazil, (Hospital / Medical Clinic)

Duties included:

- Reception the high-profile customers
- Holistic therapist (shiatsu, quiropractic, herbs, baths, geo therapy, clay therapy, macrobiotic cuisine teacher for all clients, moxabustion, cupping therapy, reflexology, color therapy, cristal therapy, yoga)

Accounting

1986 Assistant of the FENAMAM- BRAZIL (national federation of alternative and natural medicine association) president at the 1st world conference of alternative and natural medicine organized by CIAMAM. Madrid - Spain

1988 Assistant of the FENAM-BRAZIL president at the 2nd world conference of alternative medicine. Guadalajara - Mexico

1987 Assistant of the FENAMAM-BRAZIL president at the 1st American conference of alternative and Natural Medicine - La Paz - Bolivia

1989 Appointed representative and speaker on the behavior of the president of the FENAMAM-BRAZIL at the 2nd American Conference of the Alternative and Natural Medicine - Esquipulas - Guatemala

1990 Organizer of the 3rd world conference of alternative and natural medicine for the CIAMAN and FENAM-BRAZIL and winner of special award

Products worked with:

weleda

fresh

Education and Qualifications:**2020 Apollonios School, Athens, Greece**

Certificate

Pythagorean - Temperament and Metabolic Nutrition

1990 Osho Institute

Certificate

Ayurvedic Medicine

1986 Tao Institute - Madrid

Diploma

Iridology with Bernad jensen

1984 University MG

Diploma

TCM

Natural Holistic Medicine

1987 Funhomedic

Homeopathic Medicine certificate

1979 Santo Antonio College

Clinic Pathology certificate

Product Training:**January 2006 Kerstin Florian**

Hainan, Haikou, PRC

use of the products and equipments

June 2005 Shanaz Husain Ayurveda

Hurghada, Egypt

use of the products and equipments

October 2003

Jurlique

Phnom Penh, Cambodia

use of the products

October 2000

Pevonia

Las Vegas, USA

use of the products and equipments

November 1999

St. Barth

Canouan Island, S.t. Vincente and Grenadines

use of the products

November 1999

Phytomer

Canouan Island, Saint Vincent and Grenadines

use of the products

January 1991

weleda

Botucatu, Sao Paulo, Brazil

use of the products and equipments

Vocational Qualifications

- Member Founder of the CIAMAN-GENEVE (confederacion internacional de asociaciones de medicinas alternativas naturales)
- Winner of special award on 1990 at the 3rd world conference of alternative and natural medicine for the CIAMAN and FENAM-BRAZIL
- Member Founder of the FENAMAN-BRAZIL (federacao nacional de associacoes de medicinas alternativas naturais)
- Delegate of the FENAMAN-BRAZIL
- Member of the FUNHOMEDIK-COLOMBIA (fundacion medica homeopatica biologica mundial kirpal)
- Member of CRAEMG - No.2152 (Conselho regional de Acupuntura - MG) Brazil
- International Spa Association, 1999 to Present
- Member of Hainan Association for Acupuncture & Moxibustion - Hainan - China - No.M123000200F
- Award the best spa resort in China - World Travel Awards 2006.
- Member of Lama Gangchen World Peace Services Association - Verbania - Italy - No 1315
- Member of SIMBEN (Societa Italiana di Medicina del Benessere) Italy
- Elected on 02/2011 Foreign Relations Director of CRAEMG - (Conselho regional de Acupuntura - MG) Brazil
- Ambassador in Brazil for World Wellneed Weekend, since 2019.

Media Coverage

01/2007 - Tiger Tales Inflight Magazine - Tiger Airways - Singapore

05/2006 - I Travel Magazine - China

04/2002 - Elite Traveler Magazine - USA

05/2001 - Nast Cond Traveller Magazine - UK

08/2002 - CNN TV - USA

07/2001 - Elle Magazine - UK

2000 - ESCAPE Magazine - UK

05/2000 - Island Magazine - Caribbean

05/1999 - Gente Viaggio Magazine - Italy

Hobbies and Interests

Sailing

Sports

Gardening

Cooking for friends

Dancing

CV created at www.spastaff.com

