

# **Curriculum Vitae**

**Female**

**D.O.B. 18 August 1976**

**Number of years working in industry: 13 years 6 months**

**Candidate ID Number:** 11879

**Nationality:** Canadian

**Language Skills:**

Fluent: English

Basic: French

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

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

## **Personal Statement**

Hard working, team member dedicated to personal and professional success.

Seeking work in International Locations.

## **Employment History:**

**October 2013 - September 2014 - Spa Manager** at (most recent employer hidden for confidentiality) Cayman Islands, Cayman Islands, (Day Spa)

### **Duties included:**

- all pre-opening spa duties including: recruitment, brand concepts, spa treatments menu and cost. Local Market research including marketing with local media outlets (paper and radio) I was the face of the business on behalf of the owners.
- Ran the social media (Twitter and Facebook) updated pages daily and ran promotional activities.
- Wrote and created themes for monthly newsletter
- Organized overseas trainers and implemented training plans for team.
- Organized travel and arrival including housing for all staff and trainers
- Oversaw daily operations
- Creation and implementation of rota
- Full software training

### **Products worked with:**

- Hommage
- Reprecharge

**Career Break - Traveling**

**July 2012 - August 2013 - Treatment Manager / Spa Trainer** at Corinthia Hotel, London, UK - United Kingdom, (5 Star Hotel Spa)

### **Duties included:**

- Managed a team of 26 therapists and spa attendants in a department of 55 staff.
- Held monthly meetings
- Responsible for all rota and vacation allocations
- As a head of department I was responsible to attend daily meetings with the hotel general manager along with all other heads of departments. We addressed VIPs, outstanding issues, KPI and profit and loss statements and all general business relating to guest satisfaction.

- Front line for all recruitment for the spa therapists and attendants.
- Liased closely with HR department.
- Worked directly with spa director on all aspects of daily operations including marketing and promotions schemes for the year.

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

- ESPA

#### **August 2011 - July 2012 - Spa Manager** at Skn Clinics, London , UK - United Kingdom, (Skin Clinic)

#### **Duties included:**

I manage a very fast paced advanced medical spa in canary wharf. I am directly responsible for a team of 10, including therapists, doctors, nurses and administration. We offer laser hair removal, advanced facials, botox and fillers. We specialize in skin consultations and work with some of the most advanced skin brands to ensure our clients get the results they desire.

I manage my own profit and loss as well as maintain orders and levels within the clinic. I schedule all rotas and training for the staff. I work directly with my regional manager to meet targets. I interview all new hires.

I manage all opportunity guests as well as meet all new clients to skn. Our number one goal is to provide state of the art treatments and customer service.

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

Avene, skinceuticals, revision, teamine, skn

#### **May 2010 - August 2011 - Salon Manager** at New ID Studios, London, UK - United Kingdom, (High Street Salon)

#### **Duties included:**

I Manage a team of 17 that includes my receptionists, hair stylists, make-up artists, photographers, viewers and assistants. I set sales targets for the day, week, month and year for the team and use incentives to achieve this. I hold regular staff meetings. I process payroll and order all products and sundries needed for salon. I am proficient in front desk duties that include bookings, customer relations, scheduling of staff and general salon queries.

In general I am responsible for the entire salon and work closely with all team members to ensure we are performing in all areas of health and safety, cleanliness sales and customer service.

#### **January 2008 - May 2010 - Massage Therapist** at Silver Rain Spa Ritz Carlton Grand Cayman, Grand Cayman- Cayman Islands, Cayman Islands, (5 Star Hotel Spa)

#### **Duties included:**

I performed pre and post natal, relaxation, deep tissue, sports, remedial and swedish massage therapy. I also performed Hot Stone Therapy and all body treatments for La Prairie, including wraps, scrubs and tanning treatments.

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

La Prairie range including face and body.

#### **May 2005 - May 2008 - Spa Director** at The Mens Powerspa, Toronto, Ontario, Canada, Canada, (Day Spa)

#### **Duties included:**

I managed the daily running of the spa. I was the front desk co-ordinator of all bookings, transactions and sales. I scheduled staff, processed payroll and was in charge of ordering stock. I held regular meetings with the owner about sales goals and targets, staff performance and marketing initiatives for business.

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

Phytomer

**January 2001 - May 2005 - Massage Therapist** at Stillwater Spa- Park Hyatt Toronto, Toronto, Ontario, Canada, Canada, (5 Star Hotel Spa)

#### **Duties included:**

I Performed Massage Therapy to guest of the hotel, including hot stone massage, pre and post natal massage, deep tissue and sports massage therapies. I was also trained in body scrubs and wraps for our 5 diamond services.

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

Moor Mud

#### **Education and Qualifications:**

##### **1999 Alexandrian Institute**

Massage Therapy Diploma

Massage Therapy

##### **1999 Alexandrian Institute**

Massage Therapy Diploma Achieved with 2500 hours of schooling, CMTO (College of Massage Therapists of Ontario) Registration exams passed and registration number achieved in October 1999.

#### **Product Training:**

##### **May 2011 La Prairie**

Silver Rain Spa Grand Cayman

In depth product training 4 times a year. Head trainers from La Prairie (new york city based) would fly down to conduct our training. Training included face and body products, application techniques and product knowledge and sales techniques.

##### **May 2007 Phytomer**

Toronto Canada

In depth product training 3 times a year. Head trainer Gloria Graffi conducted our training. Training included face and body products, and body treatment application techniques and product knowledge and sales techniques.

#### **Vocational Qualifications**

Spa and Salon Manager experience, products knowledge and sales experience. Marketing and Sales for Cosmetic Company in the UK.

#### **Hobbies and Interests**

I love to travel and love reading music and dancing, I cherish my friends and family.

CV created at [www.spastaff.com](http://www.spastaff.com)

