

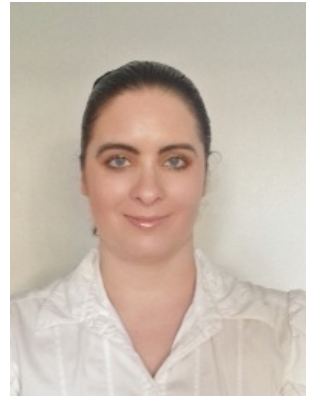
Curriculum Vitae

Female

D.O.B. 07 June 1976

Number of years working in industry:

28 years 2 months



Candidate ID Number: 11932

Nationality: Irish

Language Skills:

Fluent: English

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

Position Sought: Spa Manager, Spa Co-ordinator, Assistant Manager, Receptionist

Personal Statement

To whom it may concern,

I have been in the customer service industry for the past twenty years, and pride myself on the extensive experience that I have gained throughout this time while working all over the world. I have worked on-board cruise ships and also on land in small and large business settings.

I have been very fortunate, as I have worked with a diverse range of nationalities both as part of a team and through the customers that I have come into contact with. I have demonstrated a strong work ethic and have excellent skills in customer service and guest care; I believe that these skills are key in any business especially in the hospitality industry. Leaving a lasting, positive impression is the fundamental ingredient to any successful business, as this is what brings back repeated business, time and time again.

I believe that being part of a team is paramount for a strong business to grow, and positive morale builds a healthy and happy work environment facilitating communication, as I strove to achieve when working managing such groups in various roles. Also, I work effectively, efficiently, and can think quickly on my feet, even under the demanding hours and requirements that are expected of professionals in this industry.

I hope you will give me the opportunity to share my passion and experience, in your business, and have the opportunity to gain new skills and further my current ones.

Thank you for taking the time to read this and I hope to hear from you in the near future.

Seeking work in international locations

Employment History:

August 2018 - Present - Front Desk/Administrative Assistant at (most recent employer hidden for confidentiality)
Grand Cayman, (5 Star Hotel Spa)

Duties included:

- Responsible key holder in charge of opening and closing the business premises.
- Knowledgeable to recommend to all clients the services that will best suit them.
- Responsible for the staff, whilst the owner & director is not on the premises.
- Assisting in meetings, all computer related matters when it comes to, admin. front of house & behind the scenes, stock, inventory, creating promotions, assisting with marketing & all social media.
- Maintaining the upkeep and cleanness of the Salon & Spa

November 2016 - August 2018 - Spa Manager at Kempinski hotel , St. Moritz , Switzerland, (5 Star Hotel Spa)

Duties included:

- Reopened & closed 21,000 sq. feet spa, fitness & wellness area for the winter & summer seasons.
- I was the forefront of hiring & managing all Spa concierge, massage & beauty therapists & spa attendant staff.

- Worked very closely with all staff to achieve their professional & the hotels business goals.
- Oversaw faciality maintenance in the 21,000 sq. feet
- Drove revenue, maintained excellent client care with a very diverse clientele primarily from Switzerland, Russia, Italy, England & the US

Products worked with:

Valmont product line

Hydrafacial line

Naturs Bissé line

March 2015 - October 2016 - Spa Co-ordinator at Nuala Woulfe Day Spa , Dublin - Ireland , Ireland, (Day Spa)

Duties included:

- In charge of opening and closing the business
- Checking in and out clients, upgrading, rebooking and cross promoting clients to other services.
- Admin work, cashing up, orders, stock, inventory, creating promotions, meetings and liaising with management.

Products worked with:

Emience products

Skin Ceuticals

Matis product line

Career Break - waited for work visa

January 2011 - October 2013 - Spa Manager at Steiner Transocean , Miami , Italy, (Cruise Ship)

Duties included:

Responsibles include:

Spa Manager role on board a cruise ship

Trained, managed, coached & mentored staff on how to deliver exceptional service, by teaching how to deliver presentations, workshops & seminars to a guest count of approximately 3,000 guests.

In charge of 24 employees by handling questions, interpreting & administering contracts and helping resolve work-related problems.

Products worked with:

La Therapie product line

Elemis

September 2006 - August 2010 - Spa Manager at Steiner Transocean , Fl - Miami , (Cruise Ship)

Duties included:

Spa/Salon Manager

- Assigned to launch a completely new updated spa, salon and gymnasium area along with state of the art villas which included hot tubs a relaxation area zone, with treatment beds side by side, this went under a complete construction in my first month on board the ship, the knowledge I learnt from that was excellent, I had the opportunity to asset a brand new team, including beauty therapists, massage therapists, fitness directors, hair stylists and nail technicians.
- Set up a menu service for the spa/villa's/salon and fitness area, putting together promotions and specials, I was held responsible and accountable for the ratings, revenue the day to day of the spa and salon accounts and settled spa wage accounts.
- During my time as Manager, I maintained excellent high revenue and service standards were impeccable.
- Worked closely along side other heads of department who in turn taught me a lot in relation to other key business areas of the hotel industry.

Products worked with:

Elemis

La Therapie

Career Break - waited for job visa

September 2005 - June 2006 - Assistant Manager at Belle Affair Day Spa - Australia , Australia, Australia, (Day Spa)

Duties included:

Assistant Spa Manager / Beauty Therapist

- Worked with Thalgo and Ultra Ceuticals products. Specializing in micro derma brasion, Thalgo facials and spa packages including Vichy shower, spray tanning and all body and beauty treatments.
- Responsible for the day to day running of the spa, including rosters, staffing issues, coordinating appointments, training, and liaising with owners on revenue and business matters.

Products worked with:

Thalgo line

Ultra Ceuticals

Career Break - Waited for job visa

September 2004 - August 2005 - Head Therapist at Champs Elyseès Beauty & Day Spa, Christchurch New Zealand , New Zealand, (5 Star Hotel Spa)

Duties included:

Beauty Therapist & Assistant Spa Manager

- Worked with Pier Ajue French products doing all facial and body treatments. However I specialize mainly in facials and waxing.
- My clientele were primarily residents of Christchurch; however I also looked after a variety of different nationalities that were staying at the hotel,
- Having previous experience in management, I liaised with the manager to give her the benefit of my experiences and continued gaining and learning more from her knowledge.

Products worked with:

Pier Ajue French Products

Career Break - Waited for job visa

March 2000 - July 2004 - Spa Manager at Steiner Transocean , Fl - Miami , (Cruise Ship)

Duties included:

Spa/Salon Manager

January 2003 – June 2004

- Responsible for 23 staff members including beauty therapists, massage therapists, fitness directors, and hair stylists and nail technicians.
- Set up my own menu service, put together promotions and specials,
- Responsible for the Spa and Salon accounts and settled wage accounts.
- During my time as manager, I maintained very high revenue and service standards were continuously my main peripheries

September 2001 – December 2002

Receptionist / Assistant Spa Manager

- Liaised closely with the Spa Manager.

- This role involved processing wages, dealing with staff issues, coordinating and scheduling appointments, training nights and conducting meetings.

April 2000 – September 2001

Beauty Therapist

- Elemis face and body products, La Therapie face products,
- Massage / seaweed / facial columns,
- Created a lot of revenue for the company.

Products worked with:

Elemis

La Therapie

Career Break - Waited for job visa

March 1999 - April 2000 - Senior Therapist at Angela Silkes Beauty/ Skin Care Clinic, Galway Ireland , Ireland, (5 Star Hotel Spa)

Duties included:

Senior Beauty Therapist

- Cathaodermie facials, repechage face and body treatments, Jessica manicures and pedicures, slender tone,
- Electrolysis and waxing.

Products worked with:

Guinot and Repechage

December 1997 - March 1999 - Senior Therapist at Aldine’s Hair and Beauty Clinic, Athlone - Ireland , (5 Star Hotel Spa)

Duties included:

Beauty Therapist

- Yon-ka products, Artdeco make-up.
- Waxing, Tran’s dermal electrolysis system, and application of fake tan.

Products worked with:

Yon ka

July 1995 - December 1997 - Beauty Therapist at Derma Skin Care Clinic, Galway Ireland , Ireland, (Day Spa)

Duties included:

Beauty Therapist

- Dermalogica facial products,
- Depelieve paraffin manicures and pedicures,
- Waxing, Depigei electrolysis, and Artdeco Make-up.

Products worked with:

Dermalogica

Education and Qualifications:

1995 Galligans Collage of Beauty - Galway Ireland

ITEC/CIDESCO/CIBTAC

1994 Moininnageisch

Leaving Certificate

English

Irish

Maths

Home Economics

Business Studies

Hobbies and Interests

Reading, listening to music, watching movies; exercising; in particular cycling.

CV created at www.spastaff.com

