

Curriculum Vitae

Female

Number of years working in industry:

21 years 3 months



Candidate ID Number: 11982

Nationality: Canadian

Language Skills:

Fluent: English

Permitted to work in: Canada

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

Personal Statement

II feel I am a very resourceful person having the ability to find quick and productive ways to overcome difficulties and challenging issues. I am tactful, sensible, clear and quick thinking, and have worked with many different cultures globally. I have over 12 years of luxury brand pre-opening experience . I believe this is a time for planning and for building our strength even more resilient, both literally and in our business approach and I know that I would bring a great deal of unique experience, strength and innovation to this position in order to rise strong and elevate your business to the next level.

Seeking work in national and international locations and cruise ships

Employment History:

September 2019 - Present - Spa Consultant at (most recent employer hidden for confidentiality) Corona, USA - United States, (Hotel Spa)

Duties included:

- Training and developing people through innovative education
- Co-development of operational expansion for 160th Anniversary Advanced technical training of Skin Care Specialist & Retail Service Agents
- Development of interactive training material & operational guidelines Emotional Intelligence team building

Products worked with:

- Comfort Zone
- Davine

May 2019 - September 2019 - Spa Consultant at SENSEI Retreats, Lanai, USA - United States, (Hotel Spa)

Duties included:

- Created L&D programs for spa & wellness management team - Pre Opening phase
- Design Promotional Packages Opening launch Artful creations for Lanai Island inspired treatments and rituals with treatment concept menu creations
- Mentoring and Leading Wellness Guides & Spa Manager in Customer Service Excellence and Spa Operations

Products worked with:

- Seed to Skin
- Elemental Herbology

- Eminence Organics

September 2018 - February 2019 - Spa Consultant at Organic Pharmacy, London, UK - United Kingdom, (Product Company)

Duties included:

- Worked as business development liaison for original founder with new corporate owners during transition of company acquisition
- Delivered exceptional brand training, and product knowledge to VIP Pre-Opening Key Client Locations
- Managed as Director of Group Spas for 3 months during company acquisition
- Developed a 12 month prospectus and critical path for new owners based on new quarterly goals for spa operations, technical training, and retail sales

Products worked with:

- Organic Pharmacy
- Organic Glam

October 2014 - November 2018 - Corporate Director of Training, Spa & Wellness at Six Senses Resorts Hotels Spas, Bangkok, Thailand, (5 Star Hotel Spa)

Duties included:

- Built Corporate Training Department; Hired and Developed 5 trainers, creating all operational standards and deliverables
- Co-developed retail sales and yield management strategy programs for Six Senses spas globally
- Created & utilized a proprietary calendar syncing all training related activities across 26 existing locations, & 11 new openings in 3.5 years
- Co-managed 11 Spa pre-opening projects, working in partnership with corporate design & development to create exceptional guest experiences
- Redesigned Signature treatments, creating Locally-Inspired Treatments via a globally relevant Alchemy Bar concept
- Co-created the first Holistic Anti-Aging Clinic - Inside/Out Brain Beauty concept with a world renowned Neuroscientist Wellness Board Expert Member; concept business development for Alchemy Bars, Integrated Wellness programs, ON-LINE Training Academy, Eat with Six Senses, Sleep with Six Senses and Sensory focused Treatment Room projects
- Lead Training Team to deliver over 7500 Hours of on-site Education to 400+ Hosts around the Globe

Products worked with:

- Red Lane Private Label
- Subtle Energies
- Organic Pharmacy
- Dr. Burgener
- TDA
- Eminence
- Pevonia
- Aromatherapy Associates
- Pure Fiji

June 2012 - September 2014 - Spa Director at Mandarin Oriental, Tokyo, Japan, (5 Star Hotel Spa)

Duties included:

- Grew Spa & Wellness department in sales & marketing and revenues to #1 in MO Group Spa in Treatment and Retail Revenue
- Lead and mentored team to become first MO Tokyo outlet to receive Forbes 5 star rating for "Flawless Service and Treatment Excellence" & World Luxury Spa Awards - Best Luxury Spa in Japan
- Lead Operations, & Trained Spa team in inspired local treatments & services, while showcasing the Japanese sense of excellence and attention to every detail

Products worked with:

- Swiss Perfection
- Aromatherapy Associates
- Biologique Recherche

- KAI

December 2010 - April 2012 - General Manager at The Nail Spa, Dubai, UAE - United Arab Emirates, (Hotel Spa)

Duties included:

- Oversaw company expansion from 4 locations to 9, in 14 months
- Responsible for group development and training of +300 employees In-charge of promotional launches in all locations
- Implementation of group inventory system & team incentive strategies
- Training of Advance Esthetics to new therapists
- Training of existing Menu therapies to new therapists
- Sales training for increase retail revenue
- Senior Therapist - delivering superior treatments to VIP clientele

Products worked with:

- CND
- Heaven, by Deborah Mitchell

October 2008 - November 2010 - Spa Director at Peter Island, Tortola, British Virgin Islands, (5 Star Hotel Spa)

Duties included:

- Developed Spa Concept, Wellness Menu and innovative treatments using local traditions for inspiration, while recruiting & developing a team of wellness experts
- Acting General Manager as needed for Island MOD assignments
- Signed, organized & hosted Sports Illustrated wellness photo shoot week 2011

Products worked with:

- Dermalogica
- Pure Skin
- Bumble and Bumble
- Redkin

March 2006 - May 2009 - Spa Director at Park Hyatt Beijing, Beijing, China, (5 Star Hotel Spa)

Duties included:

- Managed spa operations, financial budgets and training pre & post opening
- Through extensive TCM studies; created and designed spa name, local vision and treatment program concepts
- Developed detailed pre-opening critical path, outlining all events and scheduling from inception to opening in 22 months
- Pre-opening head educator for spas in Asia Pacific Creator of Spa Therapies, Guest Centric Services, Wellness Journey's & Retail Selling for 13+ Spa locations

Products worked with:

- Dermalogica
- Aromatherapy Associates
- Carita
- GM Collin

Career Break - Training - industry-related

May 2004 - March 2006 - Spa Director at Sandals Royal Bahamian, Nassau, Bahamas, (5 Star Hotel Spa)

Duties included:

- Managed full spa operations in three spa locations
- Co-created Red Lane spa menu and designed signature treatments
- Managed expansion plans for 2 additional spa locations; working with architects and contractors on design details
- Created critical path, and managed pre-opening of 2nd & 3rd spas, while successful running operation of flagship location

Products worked with:

- Red Lane private label
- Pure Fiji

Education and Qualifications:

2015 West Coast College of Massage Therapy and Clinical Therapy

Diploma and Certificates

- Advanced Aesthetics Diploma/Medi-Spa Aesthetics
- Blanche Macdonald Institute and Internship Program
- Certified IDI Global Educator International Dermal Institute, Training & Development
- Skin Care Clinical Approach Certification Biologique Recherche Ambassade de Beauté Institute Paris
- Level II Certificate in Traditional Chinese Medicine The Beijing Blind Massage Hospital
- Massage therapy, Rehabilitation therapy, Cranial Sacral therapy, Balneotherapy, Hydrotherapy.

1988 University of Manitoba

Bachelor of Arts

Major - Human Biology

Minor - Science

Product Training:

April 2020 Trained in multiple product brands over the past 20 years, many of which were as a training instructor and educator

Globally

Multiple trainings and education in Hydrotherapy, Balneotherapy and an excess in facial trainings using multiple machines and equipment.

Most recently spent 1 month in Paris training with Dr. Alouche from Biologique Recherche

Vocational Qualifications

Accomplished Pre-Opening Director for Spas & Wellness Facilities Around the World Throughout my career - Blank canvas's to 50+ projects coming to fruition under my direction and creative passion

Wellness Board Member Partnered with World Renowned Neuroscientist to Brainstorm and Create the first Anti-Aging Clinic for Six Senses Hotels Resorts and Spas

Trained in and supporting Wellness for Cancer global initiative

Hobbies and Interests

- Hiking
- Running
- Yoga
- Meditation
- Swimming

CV created at www.spastaff.com

