



# Curriculum Vitae

**Male**

**Number of years working in industry:**

**5 years 7 months**

**Candidate ID Number:** 120311

**Nationality:** Serbian

**Language Skills:**

Fluent: English, Serbian

**Permitted to work in:** Serbia

**Position Sought:** Spa Manager, Assistant Manager, Senior Therapist, Beauty Therapist, Massage Therapist

## Personal Statement

Seeking work in international locations and cruise ships

## Employment History:

**August 2022 - Present - Spa Manager** at (most recent employer hidden for confidentiality) Cruise ship, (Cruise Ship)

### Duties included:

- Recruiting, onboarding, and managing staff while overseeing human resources tasks
- Communicating job responsibilities, performance expectations, client service standards, and corporate policies to staff
- Planning and overseeing spa services and programs, including scheduling guest appointments
- Training staff in product usage, sales techniques, and program delivery
- Evaluating employee performance and providing actionable feedback for improvement
- Inspecting spa equipment regularly to ensure proper functionality and safety
- Coordinating facility schedules to optimize usage and operational efficiency
- Setting service and retail goals for staff and supporting them in achieving targets
- Establishing and managing spa budgets, along with setting financial objectives
- Managing inventory, placing orders for supplies, and promoting product and membership sales
- Monitoring operations to ensure compliance with health, safety, and hygiene regulations
- Handling customer inquiries and resolving complaints professionally and promptly
- Designing and executing effective marketing strategies to attract and retain clients
- Overseeing facility maintenance and arranging necessary repairs

### Products worked with:

Ahava

Phytomer

**February 2019 - January 2020 - Spa Manager** at Flair Beauty Spa LTD, Cruise ships , (Cruise Ship)

**Duties included:**

- Coordinating the day-to-day operations of the spa establishment in order to provide guests with the best customer experiences,
- Overseeing the activities and performance of staff,
- Running promotional campaigns for the spa in order to attract more customers,
- Managing the financial aspects of the spa (salaries and commissions),
- Managing stock and inventory, shelving, dealing with suppliers,
- Addressing customer service issues and managing complaints,
- Training staff on retail,
- Teaching facial and skin care seminars

**Products worked with:**

Ahava

Phytomer

**November 2017 - January 2019 - Assistant Manager** at Flair Beauty Spa LTD, Cruise ships , (Cruise Ship)

**Duties included:**

- Coordinating the day-to-day operations of the spa establishment in order to provide guests with the best customer experiences,
- Assisting with overseeing the activities and performance of staff, • Monitoring inventory items to ensure proper control,
- Supervise housecleaning staff and spa cleanliness,
- Assisting with addressing customer service issues and managing complaints, • Training responsibilities when required.
- Skincare seminars.

**Products worked with:**

Ahava

Phytomer

**Education and Qualifications:**

**2022 MASSAGE THERAPIST - University "Braća Stamenković"**

Diploma, Certificate

(Hot stone, Sports massage, Neuromuscular Massage, Reflexology, Swedish massage, Balinese massage, Thai massage, Head massage) and beauty treatments(facials and body treatments), retail beauty products

**2014 Belgrade Business School**

**Hobbies and Interests**

Cycling, Fishing, Hiking, Rafting, Sports

SPA STAFF. COM

