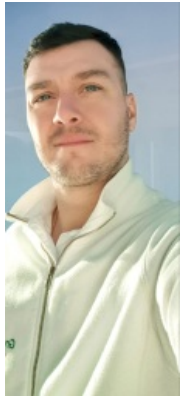


Curriculum Vitae

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

