

Curriculum Vitae

Female

D.O.B. 26 May 1996

Number of years working in industry: 8 years 4 months

Candidate ID Number: 120952

Nationality: British

Language Skills:

Fluent: English

Permitted to work in: UK - United Kingdom

Position Sought: Spa Consultant, Spa Co-ordinator, Head Therapist, Treatment Manager / Spa Trainer, Senior Therapist, Beauty Therapist, Skin Clinic Therapist, Massage Therapist, Receptionist, Retail Professional

Personal Statement

Results-focused Spa Professional with a proven track record of running an organised and successful spa environment, while achieving high rates of customer satisfaction. Effectively managing spa staff, leading to higher levels of productivity. My professional experience to date has provided a wealth of specialist skills, VIP treatments and managerial experience.

Dedicated to remaining up to date with the latest beauty and spa services.

Seeking work in national locations and cruise ships

Employment History:

February 2021 - July 2022 - Treatment Manager / Spa Trainer at (most recent employer hidden for confidentiality) Liverpool, UK - United Kingdom, (5 Star Hotel Spa)

Duties included:

- Supporting the Spa Manager in daily duties and administrative tasks, which usually include attending to customer queries, scheduling appointments, overseeing staff and assisting in recruiting therapists.
- Completed training with Temple Spa and REN Skincare.
- In-house training new therapists in Temple Spa and REN Skincare treatments.
- Pool Plant Operator trained.
- First Aid trained.
- Premier Core Software trained. • Inventory Management.

Products worked with:

Temple Spa

REN Clean Skincare

March 2019 - February 2021 - Spa Manager at House of Evelyn, Southport, UK - United Kingdom, (5 Star Hotel Spa)

Duties included:

- Enhancing company reputation by the level of the quality of each individual service, along with being the first manager at the Southport branch to have achieved the spas first target since the opening in 2017.
- Spa target of £26,500 a week met and started to aim closer to £28,000 a week.
- Responsible for all HR functions such as; Recruiting staff, Inventory management, training, coaching and assessing work performance of employees.
- Maintained a professional and impeccable spa environment for guests and employees.

- Responsible for overseeing and managing the daily operations of the spa.
- Completed training with Declèor.

Products worked with:

Decleor

April 2018 - February 2019 - Assistant Manager at Renaissance , Prescot , UK - United Kingdom, (High Street Salon)

Duties included:

- Supporting the Salon Manager in overseeing and managing the daily operations of the salon.
- Inventory management.
- Assisting in recruiting staff.
- Phorest software.

Products worked with:

Elemis

Dermaologica

Crystal Clear

September 2016 - April 2018 - Head Therapist at Crystal Clear Skincare International , Liverpool, UK - United Kingdom, (Skin Clinic)

Duties included:

- Training salons and new employees in Crystal Clear treatments and services.
- VIP Facialist and Massage Therapist
 - Inventory Management.
 - Providing high standard treatments with 5* feedback and recommendations.
 - Provided product information, product selection assistance and a memorable and professional customer service.
 - Premier salon software.

Products worked with:

Crystal Clear

March 2015 - August 2016 - Massage Therapist at Doubletree by Hilton Liverpool, Liverpool, UK - United Kingdom, (5 Star Hotel Spa)

Duties included:

- Providing high standard treatments with 5* feedback and recommendations.
- Completed training with Elemis.
 - 20 hour contract.

Products worked with:

Elemis

July 2014 - February 2015 - Beauty Therapist at Sophie’s beauty spa, Maghul, UK - United Kingdom, (High Street Salon)

Duties included:

- Key holder.
- Providing high standard treatments with 5* feedback and recommendations.
 - Reception duties.

Products worked with:

Dermalogica

November 2013 - June 2014 - Beauty Therapist at Cosmetic Beauty Clinic, Rainford, UK - United Kingdom, (Skin Clinic)

Duties included:

- Performing treatments
- Reception duty's

Education and Qualifications:

2022 Liverpool

Certificate

- Reflexology
- Dry/Fire Cupping
- Angelic Reiki
- Plasma Skin Tightening

2014 The City of Liverpool College

Level 2 Beauty Therapy - September 2012 - June 2013

Level 3 Beauty Therapy - September 2013 - June 2014

2012 Kirkby Sports College

Maths C

English C

Science B

Product Training:

**March
2015**

Elemis

Krystina Dwyer - Elemis trainer

Body scrubs and wraps

Body Massage

Mother to be Massage

Facials

Bio-tech facials

**March
2014**

Elemis

A Elemis trainer provided training in the hotel

- Body scrubs
- Body Massage
- Facials
- Mother to be Massage

Vocational Qualifications

First Aid trained in January 2021

Pool Plant Operator trained March 2021

