

Curriculum Vitae

Female

D.O.B. 14 June 1984

Number of years working in industry:

20 years 4 months



Candidate ID Number: 12596

Nationality: Barbadian

Language Skills:

Fluent: English

Permitted to work in: Barbados

Position Sought: Spa Manager, Assistant Manager, Head Therapist, Senior Therapist, Beauty Therapist, Massage Therapist, Holistic Therapist, Nail Technician, Receptionist, Retail Professional, Spa Supervisor

Personal Statement

I have an great passion for the spa and wellness industry and it is with that passion that it is my goal to ensure that i pass on my knowledge to everyone I encounter.

Employment History:

August 2014 - Present - Spa Manager at (most recent employer hidden for confidentiality) Sunset Crest, Holetown, St.James , Barbados, (Day Spa)

Duties included:

- Manage day-to-day operations, ensuring the expectations of the guests are met.
- Ensuring the treatment department runs smoothly; maintaining a high quality of treatment and cleanliness.
- Compiling monthly spa revenue reports, ensuring the Spa's operating Procedures are followed by all service providers.
- Maintaining inventories and back-bar ordering and issuing of stock for treatment rooms.
- Perform all Spa and beauty treatments and Massages and body care therapies.

Products worked with:

Aveda

OPI

Color Club

CND

Dermalogica

Sothys

Elemis

September 2011 - August 2014 - Head Therapist at Glo Spa and Salon, Holetown, Barbados, (Day Spa)

Duties included:

- Perform all Aveda skin care and spa services as stipulated in the Aveda training manuals

- Perform all nail services including enhancements
- Train new therapist on treatment protocols, spa policies and procedures
- Formulating and implementing spa specials and promotions
- Maximizing opportunities for revenue through up-selling treatments and promoting Spa facilities.
- Ensuring the Spa treatment areas run efficiently and productively.
- Provide the Spa managers with administrative and clerical support.
- Book reservations and upload client information into spa software.
- Check in clients and check out clients using our POS system.
- Assisting management in training, scheduling, counseling, motivating and coaching spa treatment providers
- Ensuring the treatment department runs smoothly; maintaining a high quality of treatment and cleanliness.
- Compiling monthly spa revenue reports, ensuring the Spa's operating Procedures are followed by all service providers.
- Maintaining inventories and back-bar ordering and issuing of stock for treatment rooms.
- Attend weekly Manager's Meeting.
- Carry out any additional duties and tasks as and when requested by leadership.

Products worked with:

Aveda

OPI

Sothys

Jessica Cosmetics

June 2007 - March 2010 - Head Therapist at Accra Beach Hotel & Resort, Rockley Christ Church, Barbados, (5 Star Hotel Spa)

Duties included:

- Manage day-to-day operations, ensuring the expectations of the guests are met.
- - Assisting management in training, scheduling, counseling, motivating and coaching spa treatment providers.
- - Ensuring the treatment department runs smoothly; maintaining a high quality of treatment and cleanliness.
- - Compiling monthly spa revenue reports, ensuring the Spa's operating Procedures are followed by all service providers.
- - Maintaining inventories and back-bar ordering and issuing of stock for treatment rooms.
- - Attend weekly Manager's Meeting.
- - Carry out any additional duties and tasks as and when requested by leadership.
- Performing a variety of spa services to hotel visitors and corporate Barbados.
- - To carry out treatments according to the prescribed standards and Procedures of the Sothys treatment manuals.
- - Providing exceptional customer service meeting and exceeding the needs of the customer.
- - Provide friendly greeting, fond farewell and thank guests with genuine appreciation.

Products worked with:

Dermalogica

Sothys

Moroccan Oil

CND

OPI

Jessica

March 2004 - October 2006 - Massage Therapist at Escape Hotel and Spa, Prospect St. James, Barbados, (5 Star Hotel Spa)

Duties included:

- Performing a variety of spa services i.e. Massages, Manicures, Pedicures, facials, body treatments to locals as well as hotel guest of the three beach properties.
- Conduct daily virgin briefings to all guest of the hotel
- Actively promote home care programs, meeting minimum retail sales goals.

Products worked with:

Career Break - Training, part time and mobile work

August 2003 - March 2004 - Beauty Therapist at Suga Suga spa, St Peter, Barbados, Barbados, (Day Spa)

Duties included:

- Performing all Elemis spa services using the standards and techniques as stipulated in their manuals.

Ensuring customer satisfaction through exceptional service

- Maintaining the Maintain cleanliness and tidiness of spa area at all times

Products worked with:

Elemis

OPI

Gigi

Education and Qualifications:

2003 Samuel Jackman Prescod Polytechnic

Aesthetics Certification

Esthetica

2011 Bryan College of applied health and business studies

Certificate in medi spa thearpy

Spa Therapist Diploma graduated with honors

2009 Personal body healthcare and school of holistic therapies

- ITEC Diploma in Sports Massage Therapy (Merit) 2015
- ITEC Diploma in Reflexology (credit)
- ITEC Diploma in Holistic Massage (credit) 2008
- ITEC Diploma in Anatomy and Physiology (Cerdit) 2008
- ITEC Diploma in Professional Conduct and Busines Awareness

- Aromatic Indian Head Neck & Shoulder Massage workshop (2006)
- Hot Stone Therapy Workshop (2006)
- Aromatherapy Workshop (2006)

Product Training:

**October
2019**

London Lash Pro

London Lash- London UK

Foundation Lash Extensions

Russian Volume Lash Extensions

**October
2011**

Dermalogica

Barbados by Dermalogica Representative

Face Mapping

The Face Treatment

Derm live Retail

Derm Live Professional

September

Aveda

2011

Aveda Barbados
Aveda Rituals and Points of connection
Elemental Nature Facials
Green Science Facial
Enbrightment Facial
Aveda Body Treatments

September 2011 Aveda

Barbados by Aveda Representative
Trained in the Aveda Concept and principles
Product Knowledge
Skincare and facials
Body Treatments and Massage

April 2011 Guniot

Elmcrest College Toronto
traained in Gunoit facials and hydrotherapy treatments
Guinot Hydrodermie machine treatment and advavance facial treatments

September 2009 Sothys

Bridgetown, Barbados by Sothy's trainer fro Latin America and the Caribbean
Advanced Skin Care Sothys Intensive Product Knowledge and Institute Treatments Master Class

April 2006 Pevonia Botanica

Barbados
Post graduate modular educational training

January 2006 Elemis

Barbados
Elemis
Face and Eyes
Body Therapy
Exotics
Mother to be teatments
Product Knowledge and skincare

Vocational Qualifications

I have been in the Spa Industry for a number of years and building on the theoretical concepts gained in areas such as Spa Operations and Business Studies, Retail Sales, Anatomy and Physiology, Skin Care and Massage Therapy, I have been able to enhance classroom knowledge with experience, entrenched in good customer and employee relations.

Hobbies and Interests

I enjoy learning all aspects of the spa industry and it's diversities also keeping up with all new and upcoming spa services and trends

