

# 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 therapy

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

trained in Guniot facials and hydrotherapy treatments

Guniot Hydrodermie machine treatment and advanced facial treatments

### **September**

### **2009 Sothys**

Bridgetown, Barbados by Sothy's trainer from 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 treatments

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 its diversities also keeping up with all new and upcoming spa services and trends

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