

Curriculum Vitae

Female

Number of years working in industry:

14 years 5 months



Candidate ID Number: 12601

Nationality: Hungarian

Language Skills:

Fluent: greek, hungarian

Good: English

Permitted to work in: European Union

Position Sought: Regional Senior Manager, Spa Director, Spa Manager, Spa Co-ordinator, Assistant Manager

Personal Statement

Team worker, highly developed communication and problem-solving skills, excellent customer service skills and strong interpersonal skills, ability to multi-task, structured and organized, result oriented, proactive, energetic and motivated.

Employment History:

October 2015 - Present - Operation Manager at (most recent employer hidden for confidentiality) Budapest , Hungary, (Hospital / Medical Clinic)

Duties included:

Track record of managing smooth day to day operations of the center such as supplies and back office management, bookkeeping, patient scheduling, and billing and coding tasks

- Demonstrated ability to oversee, develop and motivate office personnel
- Budget preparation and profit loss analysis
- Well versed in maintaining functional business relations with clients and devising productive service offers to contribute in effective sales to meet monthly targets
- Knowledge of techniques for revenue generation and expense control
- Trained in employee/ staff management, designing on the job trainings and processing employee payrolls
- professional customer service

June 2013 - October 2015 - Spa Manager at Sunresorts, Santorini, Greece, (5 Star Hotel Spa)

Duties included:

Responsible for managing and administering the activities and services of all Spa-related operations (i.e. Spa, Fitness Center, Salon) in the hotel. Continuing effort to deliver outstanding guest service and financial profitability.

Manage and administer all Spa operations to include, but not limited to, guest service, product quality and innovation, merchandising and marketing/revenue generation, inventory management and cost controls, systems use and management, budget and forecasting, report generation.

Develop and implement spa menus and marketing strategies.

Ensure spa cleanliness and maintain and ensure the functionality of spa equipment.

Monitor and assess service and satisfaction trends, evaluate and address issues and make improvements accordingly.

Monitor team member performance to include, but not limited to, providing supervision, scheduling, conducting counselling and evaluations, providing professional development and delivering recognition and reward.

Products worked with:

- algologie

January 2013 - June 2013 - Assistant Manager at Holmes Place Budapest, Budapest, Hungary, (Health Club)

Duties included:

Day to day operation/front office department. Meeting and exceeding of customer expectations. Managing and training standard operating procedures for receptionists. Ensuring a successful "customer journey" from arrival to departure. Resolving daily issues. Dealing with complaints. Liaising with other departments and communicating efficiently. Accountable for the financial operations within front office.

September 2011 - January 2013 - Massage Therapist at Massage Minute Service, Budapest, Hungary, (5 Star Hotel Spa)

Duties included:

Greeting guests, providing information about spa and massage services and rates. Researching and recommending new products & treatments. Booking treatments and services as appropriate for guests and assisting in planning a schedule for them throughout their stay. Ensuring that treatments and services are accurately charged. Performing book keeping activities and maintaining accounting procedures. Handling customer complaints and providing resolutions.

Providing body care & massage services, through a variety of techniques (Swedish massage, hot stone therapy, aroma therapy, chocolate and honey body treatment, Tibet honey massage, Mud treatment).

Products worked with:

Algologic

Education and Qualifications:

2014 International Wellness Institute

NVQ Level 3

Yoga instructor and Fitness trainer EQF level 3

2012 International Wellness Institute

Wellness & Spa Manager Bachelor's Degree

2011 International Massage Academy

Swedish massage,

Wellness massage modul (Chocolate massage, Honey massage, Mud SPA treatment, Hot Stone massage)

Product Training:

September 2011 Algologie, Morjana

Budapest / Hungary Almási Beauty KFT.

Spa Products used (vanilla, creamy wine, champagne chocolate massagetherapy). Consumers, body shaping treatments.

Vocational Qualifications

Food Technologist / Sweets Industrial Technician - nutritional consultant

Hobbies and Interests

Yoga, fitness, kitesurf, reading.

