

# **Curriculum Vitae**

**Female**

**D.O.B. 31 July 1981**

**Number of years working in industry:**

**18 years 9 months**



**Candidate ID Number:** 12802

**Nationality:** Serbian, Croatian

**Language Skills:**

Fluent: English, Serbo-Croatian

Good: Spanish

Basic: Italian, Russian

**Permitted to work in:** European Union, Serbia , Croatia, UK - United Kingdom

**Position Sought:** Spa Director, Spa Manager, Assistant Manager

## **Personal Statement**

Good day,

I am highly experienced Spa Manager with Spa Therapist background and over 15 years of International work experience (cruise ships, private yachts, 5\* spa resorts in US, UK, UAE, Montenegro, Seychelles, Ireland).

With vast experience, both hands on and supervisory, I believe I would be an asset to your Company. I have pre-opening experience and have lead and train teams of 5 - 25 staff.

I have finished Medical high school for Cosmetologist and CIBTAC College for Spa Management.

EU citizen (Croatia/Serbia), multilingual.

Best regards,

Natasa Jovic

## **Employment History:**

**October 2016 - Present - Spa Manager** at (most recent employer hidden for confidentiality) Worldwide, Serbia , ( Hotel Spa)

**Duties included:**

Running the worldwide recruitment agency helping connecting employers and staff from spa industry. Also doing the preliminary interviews, offering CV help with a spa staff without advance IT skills etc.

**September 2019 - March 2021 - Spa Manager** at Eccles Hotel, Glengarriff, Ireland, ( Hotel Spa)

**Duties included:**

Managing entire spa and wellness area

**Products worked with:**

Voya

**November 2015 - November 2017 - Assistant Manager** at Atholl Palace, Scotland, Scotland, UK, UK - United Kingdom, ( Hotel Spa)

**Duties included:**

Massage and beauty treatments, training other therapists in treatments and retail, assisting with staff recruitment, helping Spa manager with all other tasks

**Products worked with:**

Phytomer

**September 2013 - October 2015 - Spa Manager** at SanFerence Resort and Residences, Accra, Ghana, (5 Star Hotel Spa)

**Duties included:**

Overseeing day to day Spa operations including finances, marketing and employees ( making rotas, incentives for reaching targets, training therapists etc), organizing trainings (retail, treatments).

My duties also involved travelling from one SanFerence property in Ghana to another in Montenegro, also visiting Headquarters in Ireland.

**Products worked with:**

Aromatherapy associates, Elemis

**September 2010 - September 2013 - Spa Manager** at San Ference Resort & Spa, Sutomore, Montenegro, (5 Star Hotel Spa)

**Duties included:**

Managing the spa operations from pre opening, leading the team of 15 therapists, creating spa menus and spa protocols, training all new staff, managing spa finances and stock orders.

**Products worked with:**

Elemis, Aromatherapy associates

**March 2009 - August 2010 - Spa Manager** at `Princess` 4\* Conference hotel and Spa, Bar, Montenegro, ( Hotel Spa)

**Duties included:**

Supervising spa receptionists and two other therapists, in charge of stock intake, implementing Microsoft Office skills in designing Spa fliers, massage/beauty treatments

**January 2008 - February 2009 - Senior Therapist** at Atmosphere Day spa, Telluride, Colorado, USA - United States, (High Street Salon)

**Duties included:**

Assisting Spa manager in making weekly rota for therapists, performing therapist duties: massage, body treatments, facials, conducting retail trainings.

**March 2005 - December 2007 - Massage Therapist** at Carnival Cruise Line, Worldwide, USA - United States, (Cruise Ship)

**Duties included:**

Massage, face and body treatments, retail

## **Education and Qualifications:**

### **2015 Canada**

CIBTAC/BABTAC

Spa Management College

### **2003 Steiner Academy**

Certificate

Hot Stone Massage, Aroma Spa Ocean Wrap, Indian Scalp Massage, Aromatherapy

### **2000 Medical high school**

Esthetic care Excellent

Massage (practical) Excellent

### **1998 'Professional'**

Swedish massage

Sport massage

Therapy sciatica massage

Manual lymphatic drainage

Anticellulite massage

## **Product Training:**

### **February 2005 Elemis**

Steiner Academy, London UK

Use of face and body products in treatments, active ingredients and effects in treatment, retail.

## **Vocational Qualifications**

First aid

STCW - seamen course

Microsoft office

Micros/Fidelio/SpaSoft/Opera+/Concept

## **Hobbies and Interests**

I love swimming, mountain hiking, travel, music events, networking..

CV created at [www.spastaff.com](http://www.spastaff.com)

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