



# Curriculum Vitae

**Female**

**Number of years working in industry:**

**25 years 10 months**

**Candidate ID Number:** 12828

**Nationality:** British

**Language Skills:**

Fluent: English, punjabi, hindi, urdu

**Permitted to work in:** UK - United Kingdom, India

**Position Sought:** Spa Consultant, Spa Director, Spa Manager, Salon Manager, Assistant Manager, Treatment Manager / Spa Trainer, College Tutor

## Personal Statement

Highly regarded and creative Spa Manager/Director, Lecturer and Senior Operations Manager.

## Employment History:

**March 2019 - Present - Treatment Manager / Spa Trainer** at (most recent employer hidden for confidentiality) west yorkshire, UK - United Kingdom, (5 Star Hotel Spa)

### Duties included:

Completed a number of key assignments during this time, for example writing up treatment manuals and SOPs and carry out training and supporting staff within leading spas, this involved using breadth of industry and treatment experience which resulted in significant improvements in employee knowledge, abilities and morale.

### Products worked with:

- Natura Bisse, ILA, La Stones, Jessica and Janr Airdale make up.

**September 2017 - Present - Spa & Leisure Manager** at Diamond Hotels, Leeds, UK - United Kingdom, (Hotel Fitness Centre)

### Duties included:

Maintains outstanding leadership control within the company, overseeing the key spa and leisure centre facilities and delivering additional expertise the capacity of Duty Manager. A role that continually results in recognition for abilities to lead and manage Therapists and Receptionists effectively, oversee complaints seamlessly, drive growth repeatedly, deliver senior management input and ensure exceptional revenue levels and an unbeatable customer and guest journey.

- Excels within this pivotal leadership role, managing and coaching staff and ensuring all objectives are achieved and continually enhancing morale and motivation
- Maintains full operational management control of the spa and leisure centre, this involves driving improved revenue, overseeing memberships and the guest journey and driving an outstanding customer service
- Manages any complaints and issues in an effective and timely manner and through to resolution
- Gains a wealth of recognition in the role which has resulted in selection to cover hotel duty management responsibilities and provide comprehensive front-reception support
- Works at a senior management level, playing a pivotal role in the entire business, this involves attendance and contribution to revenue meetings
- Ensures all employees are kept up to date with any changes in the spa and hotel through regular meetings

**Products worked with:**

Elemis, Jessica, Decleor

**September 2015 - December 2018 - College Tutor (part time)** at Salma's Hair and Beauty Academy , Batley , UK - United Kingdom, (College)

**Duties included:**

- Uses industry knowledge and teaching abilities in this key role, developing and delivering a comprehensive curriculum encompassing all areas including anatomy and physiology theoretical principles and practical sessions
- Successfully improves knowledge in relation to underpinning professional practice, with emphasis on the value of professionalism all the way through preparation, subject specialism
- Develops and delivers engaging and informative lesson plans and courses, working in line with the curriculum and using lecturing, PowerPoint, Artist Access and interactive demonstration expertise
- Works closely with students, enabling their achievement of all educational objectives through effective mentoring and leadership as well as monitoring work and delivering accurate feedback

**Products worked with:**

Dermalogica, CND Shellac

**December 2015 - September 2017 - Clinic Manager** at Centros unico, Bradford, India, (Skin Clinic)

**Duties included:**

Delivered training and coaching to Therapists, using wealth of aesthetics knowledge as well as maintaining management control and working closely with doctors and clients in relation to aesthetic treatment provision.

- Played a pivotal management role within the company, developing an engaged and successful culture during the leadership of up to 8 Therapists, delivering ongoing coaching and mentoring
- Ensured all treatments including advanced facials, botox and fillers were delivered professionally
- Completed extensive liaison with the Doctor, managing diaries and ensuring revenue was maximised
- Ensure all aesthetics phases are effectively taught and demonstrated

**Products worked with:**

Diode Laser, Neo Advanced: Pulsonic and Double Corp Treatments, Exjuviance and Germaine de Capuccini, Exuviance, Sesderma chemical Peels. Theoretical Knowledge of Entire Aesthetic Procedures.

**June 2014 - December 2015 - Spa Manager and Senior Aesthetician** at Harvey Nicholas, West Yorkshire, UK - United Kingdom, (High Street Store)

**Duties included:**

A position that made full use of management, training and aesthetic provision abilities, working closely with clients including numerous VIPs and achieving success due to the recommendation and setting up of contemporary spa services, such as Aromatherapy, Reflexology, Indian Head Massage, Hot stones massage and Deep tissue- this resulted in extensive recognition at a very senior level.

- Achieved countless success during this time, this included identifying a need for a serene spa environment and involved the development and presentation of a robust proposal, price implementation and employee training for most contemporary spa therapies
- Excelled as the Senior Aesthetician, building and developing outstanding relationships which included VIPs and playing a pivotal role in key events, successfully driving growth and delivering an exceptional service

**Products worked with:**

Coolsculpting, Exilis, Velashape, Laser Hair Removal and IPL, HydraFacial, Enerpeel, Sublime, Sublative, Hydra facials, Laser, Cool sculpting, Exillis treatments and chemical peels

Products: PH Advantage, Hydrafacial, Exuviance and Skin Med and ESPA Spa products.

**September 2014 - June 2015 - College Tutor** at Malting College (Part time) , Halifax , UK - United Kingdom,

(College)

**Duties included:**

- Built and developed excellent student relationships, creating and delivering engaging lessons in relation to spa and beauty therapies
- Ensured lessons were planned meticulously, using numerous educational resources and maximising learning whilst working in line with student requirements and abilities

**Products worked with:**

Saks, Dermalogica and ellisons

**June 2012 - June 2014 - Treatment Manager / Spa Trainer** at The Pure Spa, Amritsar Punjab, India, (Skin Clinic)

**Duties included:**

Thrived in this senior management/ director level position, successes were plentiful and included marketing strategy delivery, front desk procedure implementation, compliance provision, maintenance of robust spa procedure manual, employee training and spa launch.

- Excelled in this senior management and director level position, significantly improving company direction and growth through the development and overseeing of the marketing strategy
- Created and implemented robust front desk procedures, delivering an efficient environment
- Conducted effective customer objectives analysis, ensuring all needs were met and the company remained competitive
- Ensured compliance was achieved through the development and maintenance of the spa procedure manual
- Worked closely with employees, chairing staff meetings and enhancing communication regarding operations
- Successfully launched the spa and trained all employees to deliver an effective and highly customer focused environment at all times

**Products worked with:**

O2, VLCC, SHAHNAZ, JESSICA

**June 2012 - June 2014 - Spa and Treatments manager (part time)** at Ista and Hyatt Hotel , Amritsar, India, (Day Spa)

**Duties included:**

A position that made full use of management and training skills and worked closely with senior management to achieve guest satisfaction.

leading team, ability to motivate and empower individuals to develop both their own career potential, whilst promoting and optimising business objectives.

**Products worked with:**

Anada treatments and products

**September 2008 - August 2011 - Assistant Manager** at Bradford College, Bradford, UK - United Kingdom, (College)

**Duties included:**

Supervisor/ Manager (Part Time)

**Products worked with:**

Dermalogica, oxy jet, Mcrodermaabissions,

**September 2006 - August 2008 - Senior/Head Therapist (Part time)** at Red Hedz Salon, Bradford, UK - United Kingdom, (High Street Salon)

**Duties included:**

- Build up the client list.
- Perform a whole range of different beauty and holistic treatments.
- Worked closely with the Beauty manager and help with the running of the salon.
- Administration role including stock Control, Cashing up and some front of house reception work.
- Supervised the staff at many occasions.

**Products worked with:**

Dermalogica, Espa, jessica

**March 2000 - September 2006 - Beauty Therapist** at self employed, Bradford, UK - United Kingdom, (Home/Mobile)

**Duties included:**

- Build up the client list.
- Perform a whole range of different beauty and holistic treatments
- Administration of my own diary

**Products worked with:**

Dermalogica, self/home made pruducts

**March 1999 - January 2000 - Teacher** at Sutlej School , Patti, India, (College)

**Duties included:**

Teaching primary schools pupils, Standard 3 to 6.

**Products worked with:**

n/a

**Education and Qualifications:**

**2017 University of Huddersfield**

Level 7 Professional Post graduate Diploma

MA Teaching in Lifelong Learning – University of Huddersfield (2017)

**2016 University of Huddersfield**

Post Graduate Diploma in Education (Advanced PGCE)

Postgrad. Dip Education (Advanced PGCE) – University of Huddersfield (2016)

UCTLLS University Certificate in Teaching – University of Huddersfield (2015)

**2012 university of Derby**

Level 7 Professional Post graduate Diploma

MA International Spa Management – University of Derby – Pass

**2011 Leeds Metropolitan University**

BA (Hons) 2:1

BA (Hons) Beauty Therapy Mangement

**2010 Leeds Metropolitan University**

Foundation Degree in advanced therapies

F. Degree Advanced practices in Beauty Therapy Distinction – Leeds Met (2010)

**2017 Various**

MA Teaching in Lifelong Learning – University of Huddersfield (2017)

Postgraduate Diploma in Education (Advanced PGCE) – University of Huddersfield (2016)

UCTLLS - University Certificate in Teaching – University of Huddersfield (2015) MA International Spa

Management – University of Derby – Passed (2012)

BA (Hons) in Beauty Therapy Management 2:1 – Leeds Metropolitan University (2011)

Foundation Degree Advanced practices in Beauty Therapy Distinction – Leeds Met (2010)

NVQ level 2 and 3 in Beauty Therapy – Bradford College (2006 – 2008)

GCSEs Mathematics, Biology, OCR Certificate in Adult Literacy – Bradford College (2005)

GCSEs Chemistry, Human Physiology and Health – Bradford College (2003)

## **2000 Bradford College**

Diploma Thai Compresses Massages, Airbase Airbrush Makeup, Professional Ear Piercing, Hive Paraffin Spray Waxing, Hof Roller Waxing and Lomi- Lomi Massages, Callus Peel

NVQ level 2/3 Beauty Therapy – Bradford College (2006 – 2008)

GCSEs Mathematics, Biology, OCR Certificate in Adult Literacy, Chemistry, Human Physiology and Health

## **Product Training:**

### **May 2019 ILA, Natura Bisce and La Stone, Massage, Jessica and Jane Airedale makeup**

Grantley hall

product knowledge and treatments

Ila, Natura Bisce, Jessica, La Stone, Jane Airdale make up

### **April 2018 Elemis**

Birmingham at Elemis Head office / Traning Centre

Entire Elemis product knowledge, Treatments and Training to Train to trainer.

### **July 2015 Skin med chemical peel, Hydra facial, sublime, sublative, laser, axilis and cool sculpting treatments, ESPA**

Beyond Medi Spa Leeds and Manchester

PH Advantage, Hydrafacila skin med, Exuviance

### **May 2012 CALLUS PEEL**

Bradford college

Callus peel products kit and buffer

### **May 2011 minx nails**

bradford college

Minx nails foil and products/ lamp

### **July 2009 electrolysis**

Bradford college

epilating system was taught to remove body hairs utilising electric pulses through a systematical instrument.

### **May 2009 crystal clear microdermabrasions**

Bradford college

### **May 2009 oxy jet**

Bradford college

the powerful alternative to cosmetic injections, works through injecting oxygen in the skin through specialised products and equipments.

### **May 2008 crystal clear microdermabrasions**

Bradford college

### **May 2008 hof body raps**

Bradford college

### **May 2008 hopi ear candles**

bradford college

### **May 2007 dermalogica**

Bradford College

the active ingredients in dermalogica products and how to use them according to individuals skin types` was very effective in order to promote them appropriately.

**May 2007 hof spray parrafin waxing**

bradford college

**May 2007 art Deco make-up**

Bradford college

## **Vocational Qualifications**

IT Skills: Proficient in Microsoft Office

## **Hobbies and Interests**

Playing piano, listening music, and walking/gym

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

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