

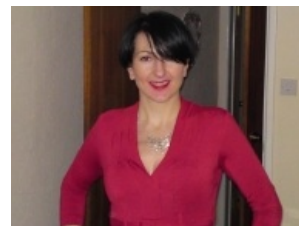
Curriculum Vitae

Female

D.O.B. 26 January 1967

Number of years working in industry:

31 years 11 months



Candidate ID Number: 12872

Nationality: British

Language Skills:

Fluent: English

Basic: Spanish, Italian

Permitted to work in: UK - United Kingdom

Position Sought: Regional Senior Manager, Spa Manager, Salon Manager, Spa Co-ordinator, Assistant Manager, Treatment Manager / Spa Trainer, Skin Clinic Therapist, Holistic Therapist, Complementary Practitioner, Area Sales Representative, Retail Professional

Personal Statement

I am very organised, dedicated and passionate about my work. I have a great sense of humour and am a fun person but serious about my work. I love seeing people develop and grow. I am dynamic and reliable. I still have an intense passion for Beauty, Spa and well being and want to be able to demonstrate that in any future roles

I want to be with a company in the long term that I can grow with and really develop my business and/or training skills and move into more challenging and wide ranging roles. Due to unforeseen circumstances, I haven't been able to stay with some of the companies I started with in spas but want to stay in industry rather than colleges now. My present post has made me realise that my skills and expertise aren't being utilised and I want to work and progress in a more high quality environment.

I would like to move back into a business development, spa manager, account manager roles or a product or company training but with a high quality company that has a passion for beauty, skin care and well being.

I can demonstrate excellent organisational skills and can deliver and initiate strategies to improve revenue, maintain standards and manage accounts accordingly.

I have a huge variety of experience and transferable skills which lend itself to business development, quality assurance , training and development of staff and services.

Seeking work in London,UK , East Midlands, West Midlands and possibly International Locations

Employment History:

March 2015 - Present - Service industries manager at (most recent employer hidden for confidentiality) Stamford , UK - United Kingdom, (College)

Duties included:

- Managing and delegating to team of tutors In travel, hair, beauty and catering
- Ensuring standards are maintained as lead IV
- Arranging Ev visits and liaising with awarding bodies
- Implemented employer engagement, products and training.
- Initiated employer days to aid progression into industry.
- Taught on a wide range of levels of courses
- Improved commercial salon availability and client footfall
- Established protocols for new department and standardised delivery.

July 2011 - Present - Beauty Therapist at hADley, spa recruitment agencies , UK - United Kingdom, (High Street Salon)

Duties included:

temporary spa roles in 5 star spa hotels mainly whilst looking for permanent positions

Temporary spa manager for high street spa. Salon with three therapists

Products worked with:

elemis, espa, voya

January 2010 - March 2011 - College Tutor at Stamford College, Stamford Lincs, UK - United Kingdom, (College)

Duties included:

Delivered and streamlined resources for Foundation Spa degree (level 4/5)

Took over C&G Diploma in Complementary Therapies and delivered successfully in six months

Government cuts meant there were no more contracts available

April 2009 - March 2010 - Complementary Practitioner at Self employed, Northamptonshire, UK - United Kingdom, (Home/Mobile)

Duties included:

Self employed Holistic therapies and training April 2009-March 2010

Taught private courses and practiced Complementary /Beauty Therapies.

Products worked with:

own brands, complementary therapy, and training privately reiki, Hot stones, Hopi ear candling.

September 2007 - March 2009 - College Tutor at Exeter College, Exeter, UK - United Kingdom, (College)

Duties included:

Course Team leader/tutor BTEC ND Beauty – left to relocate and get married

Exeter College

- Organised and updated monitoring systems, as none were in place
- Organised verification processes and updated paper work from BTEC
- Arranged and chaired meetings as none were in place
- Wrote new course materials and trained Colleagues in Hot Stones and Spa

August 2005 - August 2007 - College Tutor at Weymouth College, Weymouth, UK - United Kingdom, (College)

Duties included:

Lecturer and tutor-level 2/3 Beauty August 2006-August 2007

Weymouth College

Tutor and Lecturer- assessing, delivering and interviewing on Beauty level 2

Left because they were very limited in courses and I wasn't able to use complementary therapy skills

Products worked with:

dermalogica

February 2005 - July 2005 - Treatment Manager / Spa Trainer at jumeirah, dubai, UAE - United Arab Emirates, (5 Star Hotel Spa)

Duties included:

Training Manager- February 2005- July 2005

Six Senses Spa Dubai-Madinat Jumeirah

(more details on shortness of contract available)

Implemented proper review systems and training programmes for all staff including non- therapists.

- Improved sales and retailing skills and organised workshops and training for reception and therapy staff and implemented and improved the customer journey.

Wrote new packages and trained all relevant HOD and staff on how to book and implement them.

- Streamlined and incorporated the hotel's training and liaised with their systems
- Wrote all SOP'S as none were in place.
- Performed duty manager tasks like checking the rooms, having handover meeting, liaising with all departments, dealing with customer problems and staff problems

Products worked with:

sodashi, aromatherapy associates

February 2005 - July 2005 - Treatment Manager / Spa Trainer at Jumeirah /Six Senses, Dubai, UAE - United Arab Emirates, (5 Star Hotel Spa)

Duties included:

Training Manager- February 2005- July 2005

Six Senses Spa Dubai-Madinat Jumeirah

(more details on shortness of contract available)

Implemented proper review systems and training programmes for all staff including non- therapists.

- Improved sales and retailing skills and organised workshops and training for reception and therapy staff and implemented and improved the customer journey.
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Products worked with:

sodashi, aromatherapy associates, six senses products

April 2004 - November 2004 - Complementary Practitioner at Sunflower Retreats (yoga holidays) , Italy, Italy, (Hotel Spa)

Duties included:

Manager/therapist

April 2004-November2004

Sunflower Retreats yoga holidays -Italy

Ran the therapy centre, took bookings for all therapists, liaised with customers and did treatments

this was seasonal until between contracts

Products worked with:

tisserand aromathrapy

October 2003 - April 2004 - Head Therapist at Grande Bretagne, Athens, Greece, (5 Star Hotel Spa)

Duties included:

Head Therapist/Task force October 2003-April 2004

Grande Bretagne Hotel-Athens E'SPA

Short 6 month only contract to maintain standards in their new day spa

- Streamlined systems for stock and cost control
- Interviewed and trained new therapists from scratch in products and treatments
- Marketed the spa and did specialist retailing training with all staff to improve turnover

Products worked with:

e'spa

August 2002 - March 2003 - Head Therapist at Marriott, Dead Sea, Jordan, (5 Star Hotel Spa)

Duties included:

Head Therapist -pre opening team August 2002-March 2003

Marriott Dead Sea Jordan- E'SPA- Iraq war cut short contract.

Team leader for multi-lingual Therapist teams

- Weekly Stock control and ordering/Marriott daily training with all staff
- Did cross team training on products and retailing
- Opened a 33 bed facility with a very inexperienced team to five star standards

Products worked with:

e'spa

September 1999 - July 2002 - College Tutor at Northumberland/North Tyneside colleges, Newcastle area, UK - United Kingdom, (College)

Duties included:

Associate lecturer – September 1999- July 2002

Northumberland College 2 years- North Tyneside 1 year

Taught on a variety of level 2/3 courses and was a tutor to part time beauty group

August 1998 - September 1999 - College Tutor at London college of beauty therapy, London, UK - United Kingdom, (College)

Duties included:

Full time lecturer/Tutor in roll on/roll off intensive college August 1998- September1999

London College of Beauty Therapy

Taught on all levels and managed work shop style open assessing sessions

Products worked with:

dermalogica

September 1992 - August 1998 - Beauty Therapist at Hilton Cairo, Cairo, Egypt, (5 Star Hotel Spa)

Duties included:

Beauty and Complementary Therapist roles including; 1992-1998

- Spa Therapist in Hilton Hotel Egypt
- On board Therapist for Steiner Transocean
- Freelance self employed therapist in London

I have grouped these together to save time, i also started my 2 years teacher training between 19996-1998.

Products worked with:

elemis, clarins. guinot

Education and Qualifications:

1998 NEW COLLEGE DURHAM THROUGH O/U

DEGREE LEVEL 5- FOUNDATION DEGREE EQUIVALENT

CERTIFICATE IN EDUCATION FROM NEW COLLEGE DURHAM 1998

1998

Education certificate

1997 NEWCASTLE COLLEGE

LEVEL 4 CERTIFICATE

FURTHER ADULT EDUCATION TEACHING CERTIFICATE 7307 1997- NEWCASTLE COLLEGE.

ASSESSOR AWARD D32/33 AND A1 AWARD WITH 7307

VERIFIER AWARD D34/V1 -2000 NORTHUMNERLAND COLLEGE

1992 CHICHESTER COLLEGE

DIPLOMA LEVEL 4

HIGHER NATIONAL DIPLOMA IN BEAUTY THERAPY MANAGEMENT

ITEC CLINICAL AROMATHERAPY

AOR REFELXOLOGY DIPLOMA

VTCT INDIAN HEAD MASSAGE

VTCT HOT STONE MASSAGE

CERT IN EAR CANDLING

LEVEL 3 REIKI MASTER TEACH

1992 PLEASE SEE ABOVE AS TOO MANY TO PUT INDIVIDUALLY

UP TO LEVEL 5 HND

2013 chelmsford college

Level 2 maths - city and guilds

1985 OAKLANDS WATERLOOVILLE

5 O LEVELS - HISTORY, LAW, ENGLISH LANGUAGE, LITERATURE, BIOLOGY

5 CSE SPANISH, GEOGRAPHY, BIOLOGY, RE, ART

A LEVEL HISTORY AND SOCIOLOGY

Product Training:

| | |
|--------------------------|--|
| March 2013 | Environ training two day training in Environ products and treatments |
| November 2012 | Jane Iredale mineral makeup at the lee stafford academy chelmsford essex make up training in all jane iredale products |
| February 2005 | aromatherapy associates, sodashi in dubai full aroma training and sodashi training |
| August 2002 | espa jordan full epsa training to advanced and pregnancy hip and thigh Ayurvedic treatments like shirodara and marma point massage |
| November 1995 | elemis/ ionithermie london all elemis, ionithermie and la therapie training |

Vocational Qualifications

YOGA RSY MEDITATION AND TOGA TEACHER'S CERTIFICATE

Ayurvedic treatments like shirodara and marma massage

tefl teacher

IT skills; microsoft office, smart screen

Hobbies and Interests

yoga, walking, conservation, travel, film.

CV created at www.spastaff.com

