

Curriculum Vitae

Female

Number of years working in industry:

22 years 2 months



Candidate ID Number: 12879

Nationality: British

Language Skills:

Fluent: English

Permitted to work in: UK - United Kingdom

Position Sought: Treatment Manager / Spa Trainer

Personal Statement

A skilled and versatile Spa Trainer and Therapist with over 14 years of work experience in the field of spa therapies and beauty, as well as over 8 years as a professional Trainer, specialising in facials and body treatments delivery. Facilitates high quality, customer-focussed, engaging training sessions for diverse, multicultural audiences, concentrating on maximising participants' skills while supporting brand objectives and promoting brand success. Possesses extensive beauty and therapy expertise, undertaking continuous professional training and development to keep her knowledge up to date with emerging techniques and innovative practices. A superb team player with exceptional leadership skills and experience in successfully managing spa operations. Easily builds rapport and establishes trust with customers, colleagues and management at all levels, demonstrating outstanding written and oral communication skills. An adaptable, personable individual who thrives in challenging environments.

Seeking work in international locations

Employment History:

February 2016 - Present - Clinical Therapist/Counsellor at (most recent employer hidden for confidentiality) UK, UK - United Kingdom, (Hotel Spa)

Duties included:

Clinical Therapist/Counsellor

July 2012 - February 2016 - Treatment Manager / Spa Trainer at INTERNATIONAL SAUDI DISTRIBUTOR, Jeddah, Saudi Arabia, (Skin Clinic)

Duties included:

- Delivering a high-quality, engaging training programme for spa therapists and staff that covers all aspects of company beauty treatments, including facials and body treatments
 - Facilitating training in brand identity, company policies and values, ensuring consistency of brand promotion in all spas
 - Organising and coordinating health- and beauty-themed workshops and lectures
 - Writing comprehensive training manuals, creating training schedules for the staff, designing and delivering presentations on specialised skincare topics for workshops and conferences
 - Assessing the effectiveness of training delivered to ensure the maximum benefit for participants
 - Maintaining an in-depth expert knowledge of products, treatments and protocols, acting as the brand ambassador to represent the company and assist with distribution of new treatments and products to enhance brand success
- Key Achievements:**
- Played a key role in leading a recruitment exercise to attract new therapists to the spa
 - Successfully showcased the company's products in Jeddah, Dubai, Riyadh
 - Oversaw and managed the general spa operations (2012 - 2013)

Products worked with:

Kerstin Florian, The Aromatherapy Company, ICON, Valcena, Katherine Daniels

Slim Fit, Alba 1913, Milli Ulivi Italy

Career Break - Voluntary work in India

July 2011 - December 2011 - Treatment Manager / Spa Trainer at Ila Spa, Cotswolds, UK - United Kingdom, (Product Company)

Duties included:

- Conducting all-encompassing spa staff training in the treatments, the philosophy and the benefits of the Ila brand, delivering training to staff worldwide
- Supporting training sessions with creation of comprehensive training manuals and engaging PowerPoint presentations

Products worked with:

Ila spa products

October 2009 - June 2011 - Skin Clinic Therapist at Alizonne, Cheshire, UK - United Kingdom, (Skin Clinic)

Duties included:

- Specialist Diet therapy at Alizonne clinic
- Treatments on clients using Ultra sound and Endermology machine,
- Counselling clients and various other duties as required.

December 2007 - June 2009 - Treatment Manager / Spa Trainer at IHHR Ananda in the Himalayas, India and Mauritius, India, (5 Star Hotel Spa)

Duties included:

- I trained staff in various therapies including my specialist Crystal facial treatment and the care and understanding of crystals and stones.
- In addition to this role, I acted as Consultant for guests and undertook my own specialised therapies.
- During a period of major refurbishment at the hotel, I was also called upon to manage the spa and to ensure full and effective training was provided.
- As a result of my success I was offered the position of Spa Trainer for the whole IHHR group with a 12 months contract.

Products worked with:

Espa, Ananda products

May 2002 - May 2007 - Holistic Therapist at Marriott hotel, Hale, Cheshire, UK - United Kingdom, (Day Spa)

Duties included:

Providing treatments for day guests. massage, reflexology, facials.

Reception duties

Products worked with:

Decleor and Dermalogica

Education and Qualifications:

2016 The beauty Academy Manchester

NVQ level 2 & 3

Facials & Electrical Facials

2006 South Trafford College

ITEC

Crystal Therapy

Hot Stone Therapy

2004 Sandra Day School of Studies

Certificate

Thermo Auricular therapy

2003 City College

Certificate

Reflexology

2002 Stockport College

VTCT Diploma

Indian head massage

2002 Stockport College

VTCT Diploma

Anatomy & Physiology

Swedish massage

1979 Whalley Range High School

GCSE English, history and Home economics

Product Training:

November 2012 Kerstin Florian, trained as distributor of product

Kerstin Florian, California

Facials, Body scrubs, Body wraps, K-lift Facial

January 2012 The Aromatherapy Company

Saudi Arabia

I have trained in The Aromatherapy Company products and treatments

January 2012 ICON,

Saudi Arabia

ICON training in January in Saudi Arabia.

Slim Fit Training

December 2011 ila treatments

UK

Products and philosophy

Vocational Qualifications

- I am qualified as a Reiki Master, and I am fully qualified as an endermologist and in skin care, plus laser hair removal.
- I also qualified as a Nursery Nurse
- I am proficient with Microsoft Word, Excel, Powerpoint

Hobbies and Interests

Photography, Reading, Nature and Animals, Nordic walking

CV created at www.spastaff.com

