



Curriculum Vitae

Female

D.O.B. 31 May 1972

Number of years working in industry:

31 years 3 months

Candidate ID Number: 12999

Nationality: British

Language Skills:

Fluent: English

Basic: French, Arabic

Permitted to work in: UAE - United Arab Emirates, Spain, Oman, Northern Cyprus, Lebanon, Kuwait, Jordan, Egypt, Cyprus, UK - United Kingdom

Position Sought: Spa Consultant, Spa Manager, Salon Manager, Treatment Manager / Spa Trainer, Skin Clinic Therapist, Holistic Therapist

Personal Statement

I am a creative and artistic person, who enjoys challenges in life. I have great selling, customer service skills, along with great expertise and attention to detail, which is why I have a passion and have succeeded so long within the Spa/Beauty industry.

My future goals are at present, are to join and represent a company which offers great career development and acknowledges the importance of great customer service within the Spa/beauty industry.

Employment History:

June 2013 - Present - Treatment Manager / Spa Trainer at (most recent employer hidden for confidentiality)
Dubai, UAE - United Arab Emirates, (Product Company)

Duties included:

- Responsible for overseeing and running of the company training and product department
- Conduct training sessions to Spa Professionals
- Develop and design training materials
- Develop treatment protocols
- Organize and conduct induction training for new employees to the company
- Research product lines of interest for distribution
- Prepare training budgets and costing
- Organize training calendar and rota
- Perform demonstrations on sales visits to Spa managers and owner

Products worked with:

- The Candle Massage, Italy
- Gerards, Italy
- Thalissi, Spain
- Pure Altitude, France
- Stemcell, Italy
- Mario de luigi, Italy
- Caci, UK
- YON-KA Paris
- Dermalogica
- Robert Tisserand
- Clarena
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Career Break - Training - industry-related

March 2012 - December 2012 - Spa Consultant at Diva Lounge Spa, Doha, Qatar, (Day Spa)

Duties included:

- Restructured an existing Spa under a 6 month Spa consultancy contract
- Managing the daily operations of the business while overseeing 15 employees.
- Overseeing retail, treatments, spa promotions, marketing, budgeting and purchase orders.
- Monitoring & ensuring sales targets & revenues are achieved.
- Mentoring & building team spirit to improve staff performance and assist in motivation.
- Staff recruitment & training.
- Handling staff job descriptions, appraisals, valuations, promotions and rotas.
- Ensuring high standards of service and customer satisfaction.
- Organizing exhibitions and in-house Spa events.
- Weekly staff meetings to monitor targets, achievements while improving communication.
- Developed operational manuals and employee hand book
- Ensuring that the store premises and treatment rooms are kept to a high standard of hygiene and cleanliness as per the health authority operational codes.
- Developed treatment protocols
- Restructured and developed spa image and operations

Products worked with:

Thalgo

Gatineau

October 2008 - September 2011 - Spa Manager at Dermalogica, Dubai, UAE - United Arab Emirates, (High Street Store)

Duties included:

- Managing the daily operations of the business while overseeing 9 employees.
- Overseeing retail, treatments, store promotions, marketing, budgeting and purchase orders
- Organized in store events for customers on product knowledge and skincare
- Monitoring & ensuring sales targets & revenues are achieved.
- Mentoring & building team spirit to improve staff performance and assist in motivation.
- Staff recruitment & training.
- Handling staff job descriptions, appraisals, valuations, promotions and rotas.
- Ensuring high standards of service and customer satisfaction.
- Organizing exhibitions and in-house store events.
- Weekly staff meetings to monitor targets, achievements while improving communication.
- Developed operational manuals.
- Ensuring that the store premises and treatment rooms are kept to a high standard of hygiene and cleanliness as per the health authority operational codes.
- Performed various Face and Body treatments / skin analysis / consultations / skincare advice

Products worked with:

Dermalogica

February 2006 - September 2008 - Treatment Manager / Spa Trainer at Luthan Hotel & Spa, Riyadh, Saudi Arabia, (5 Star Hotel Spa)

Duties included:

- Assisted SPA Director and the Saudi royal family in supervising the daily operations of the business while overseeing 20 employees.
- Scheduled treatments, staff rotas and in house training.
- Created treatment menus, packages for both hotel guests and members.
- Monitored all store inventory and handled purchase orders.
- Assisted in recruitment, including interviews with potential candidates.
- Developed & created operational and training manuals.
- Managed membership programs including consultations with members.
- Assisted in organizing events & exhibitions.

- Performed various Face and Body treatments
- Performed Spa and Hotel tours to the guests

Products worked with:

Babor

phytocean

lillian terry

caci

radio frequency face & body treatments

lift 6 - LPG

Microdermabrasion

January 2005 - January 2006 - Part time beauty therapy trainer at Butts Technical College, Warwickshire, UK, UK
- United Kingdom, (College)

Duties included:

Trained NVQ level 1 students in facial therapy, waxing, eyelash/brow tinting & shaping, manicure/pedicures and make up application techniques.

Trained NVQ Level 3 students in electrolysis and blend hair removal techniques, Aromatherapy and electrical face/body treatments as well as usage of equipment.

Gained my 730 health/beauty teaching qualification

Products worked with:

DermalOgica

January 2004 - December 2005 - Treatment Manager / Spa Trainer at Habtoor Grand, Hotel & Spa, Beirut, Lebanon, Lebanon, (5 Star Hotel Spa)

Duties included:

Responsible for staff training & development as well as product knowledge and services.

Assessed staff working skills & competencies.

Developed training manuals/materials & programmes.

In charge of all training schedules, class material preparation updates.

In-charge of all feedback on products and customer service.

Products worked with:

Ingrid Millet

Caci

Lift 6

January 2003 - December 2003 - career break/ advanced on my treatment skills at City & Guilds, Warwickshire, UK, UK - United Kingdom, (College)

Duties included:

Gained my City & Guilds Hot Stone Therapy Massage Qualification

Advanced my skills on Information Technology

Thermo Auricular Therapy Qualification

Products worked with:

Hot Stone Therapy Massage

Thermo Auricular Therapy (Hopi Ear Candling)

Career Break - Training - industry-related

April 1999 - December 2002 - Treatment Manager / Spa Trainer at New Jeddah Clinic Spa, Jeddah, Saudi Arabia, (Hospital / Medical Clinic)

Duties included:

Assisted Spa Manager in daily operations of the business while over seeing 15 employees

In charge of scheduling treatments, staff training, overseeing recreational activites and creating spa packages as well as performing treatments

In charge of all feedback on products and customer service

Stock taking

Staff working rotas

Budgeting

Products worked with:

Pytomer

Robert Tisserand

December 1996 - December 1998 - Assistant Manager at Pamela Stevens Beauty Clinic, London, swiss cottage, UK - United Kingdom, (Skin Clinic)

Duties included:

Promoted within the company, and assisted the Spa Manager in daily operations

In charge of all training schedules

In charge of all feedback on all products and customer service

Stock Taking

Perfomed varies Facial and Body Treatments

Aromatherapy Associates

Gm collins

Products worked with:

Clarins

The collection

Guinot

Dibi

Rita Roberts blend machine

Caci

April 1993 - December 1996 - Beauty Therapist at Pamela Stevens Beauty Clinic, Holloway Road, Swiss Cottage, London, UK - United Kingdom, (Skin Clinic)

Duties included:

Performed varies Facial, body, electrical treatments, lazer facials, Collagen facials, slimming treatments, waxing treatments, electrolysis and blend

Products worked with:

Clarins

The Collection

Guinot

Dibi

Rita Roberts Blend Machine

Aromatherapy Associates

Gm collins

Education and Qualifications:

1992 Butts Technical College, Warwickshire UK

IHBC DIPLOMA

Health and Beauty Therapy

Business Studies

Aromatherapy

Anatomy & Physiology

1992 Butts Technical College, Warwickshire UK

IHBC DIPLOMA

Electrolysis

1988 Tile Hill Wood School, Coventry

5 GCSE'S

ENGLISH

BIOLOGY

ART

GERMAN

GEOGRAPHY

Product Training:

May 2014 Stemcell mario de luigi Pure Altitude Thalissi The Candle Massage Caci

Italy, Geneva, UK

Face and body treatments

Product knowledge

Machine usage and practices

June 2013 PTTLS Guilds teacher training course

PTTLS on line teacher course

Gained my advanced teacher training Diploma, which covered the following modules:

- Roles, responsibilities and boundaries of a trainer / teacher
- Legislation and code of practice
- Learning environment and ground rules
- Equality and diversity
- Functional skills
- Record keeping
- Different types of assessments used in teacher training
- Approaches to teaching and training
- Inclusion and the inclusive learning environment
- Different types of teaching Feedback
- Micro teaching assessment

October 2010 Dibi Thalgo Caci Pytomer Pytocean Clarins Babor Dermalogica Ingrid millet Aromatherapy associates Robert tisserand

UK Saudi Arabia Dubai

- bamboo massage
- Lava stone massage
- Hot stone massage
- Hydrotherapy
- Facial therapy
- Skin care specialist
- Electrolosist
- Rita Robert blend method
- Hopi ear candling
- Robert tisserand aromatherapy
- Aromatherapy associates aromatherapy
- Caci face and body treatments
- Phytomer face and body treatments
- Thalgo face and body treatments
- Dermalogica face and body treatments
- Oxygen therapy facial treatments
- PHD waxing system
- Manicures and pedicures
- Dibi face and body treatments
- Ingrid millet face and body treatments
- Aqua healing (watsu)
- Hydrotherapy
- Thalassotherapy
- Hammam

Vocational Qualifications

RSA 1 & 2 INFORMATION TECHNOLOGY

Hobbies and Interests

I am an outgoing person with the following hobbies:

Yoga

swimming

reading

astrology

CV created at www.spastaff.com

