

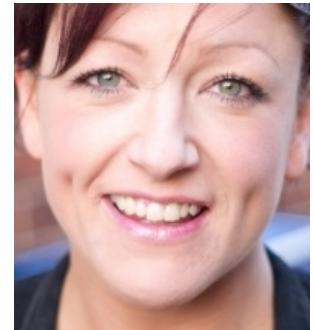
# Curriculum Vitae

**Female**

**D.O.B. 15 February 1977**

**Number of years working in industry:**

**12 years 0 months**



**Candidate ID Number:** 13015

**Nationality:** British

**Language Skills:**

Fluent: English

Basic: French

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

**Position Sought:** Assistant Manager, Head Therapist, Treatment Manager / Spa Trainer, Senior Therapist, Beauty Therapist, Massage Therapist, Receptionist, Area Sales Representative

## Personal Statement

I am a passionate, well presented, articulate and highly accomplished beauty therapist looking to further my career within Spa management. I have a wide range of experience particularly within the luxury end of the beauty industry. Continued positions at respected companies illustrate my commitment and ability to perform to the highest level.

Seeking work in Cheshire and NW UK and International Locations

## Employment History:

**December 2010 - April 2011 - Assistant Manager** at (most recent employer hidden for confidentiality) Chester, UK - United Kingdom, (Product Company)

### Duties included:

- Setting targets and daily sales missions
- Opening and closing the store
- Rotas
- Cashing up procedures, banking etc.
- Stock control and rotation
- Staff appraisals and six monthly performance reviews

**November 2008 - December 2010 - Assistant Manager** at Boots, Chester, UK - United Kingdom, (Product Company)

### Duties included:

- Providing support and coaching to enable individuals and the team to achieve their maximum potential
- Delivering feedback on performance against key performance indicators
- Identifying shortfalls in performance and agreeing training to achieve improvements
- Conducting return to work interviews and ensuring absence management guidelines are followed and understood.

### Achievements:

- Selected for Stepping Stones (Boots in store management development programme). This provided me with insight and awareness in all aspects of management.
- Executed a 25% increase in store Customer Care Measurement via analysis of customer feedback and team performance.

**August 2005 - November 2008 - Retail Professional** at Boots, Chester, UK - United Kingdom, (Product Company)

**Duties included:**

- Spending one to one quality time with customers tailoring products to suit their lifestyle and make the most of their personal appearance
- Introducing customers to the latest products and offering samples, demonstrating their use and explaining their benefits
- Keeping customer records to create a more personalized service
- Responsible for knowing and understanding all aspects of fragrance composition and application techniques
- Keeping sales records and identifying sales targets

**Achievements:**

- Recognition for highest personal sales volume and percentage increase for personal sales
- Included within a team of four who were awarded promotions team of the year within boots across the country
- Winner of Hugo Boss and Dolce Gabbana countrywide set incentives for highest unit sales, receiving prizes worth over £1000
- Employee of the month on numerous occasions

**Products worked with:**

- Lancôme

**February 2002 - June 2005 - Salon Manager** at Natural Beauty, Manchester, UK - United Kingdom, (High Street Salon)

**Duties included:**

Running my own successful business within a luxury health club in the heart of Manchester city centre, I specialized in a variety of the most popular beauty services as well as establishing new and innovative advanced beauty products to bespoke tailor made treatments.

**Products worked with:**

- Decleor
- Nailtiques

**November 1999 - January 2002 - Retail Professional** at Selfridges, Manchester, UK - United Kingdom, (Product Company)

**Duties included:**

Worked as a freelance advisor dividing my time between premium beauty houses, giving help and advice to customers on all aspects of cosmetics and skin care

**Products worked with:**

- La Prairie Skin Care
- Calvin Klein Cosmetics
- Lancôme
- Thierry Mugler

**December 1995 - October 1999 - Beauty Therapist** at Ragdale Hall Health Hydro, Leicestershire, UK - United Kingdom, (5 Star Hotel Spa)

**Duties included:**

Was part of an elite team of over 100 therapists offering exceptional levels of customer service to many thousands of people. By developing excellent interpersonal skills, gaining knowledge and undertaking an extensive learning programme, I progressed into a highly competent practitioner and graduated with diplomas from prestigious product houses.

**Products worked with:**

- Decleor
- Guinot

- Kanebo
- Nailtiques
- Eve Taylor Aromatherapy
- Jessica

## **Education and Qualifications:**

### **1995 Lillian Maund School of Beauty**

International Aesthetician(IA)

Diplomas of distinction in

Beauty Therapy

Body Therapy

Electrolysis

### **1995 Lillian Maund School of Beauty**

NVQ Levels 2 & 3

Beauty Therapy

Customer services

### **1994 Christleton High School, Chester**

Nine GCSE grades A-D (Including English, French, Science, Mathematics)

## **Product Training:**

**January 2001** **Calvin Klien Cosmetics**

Selfridges Manchester

**January 2000** **La Prairie**

Selfridges, Manchester

**August 1999** **Lancome**

**February 1998** **Nailtiques**

Ragdale Hall

**September 1997** **Jessica Nails**

Ragdale Hall

**September 1996** **Eve Taylor**

Ragdale Hall

**April 1996** **Guinot**

Guinot, Ascot.

Week long in house training course covering all products and treatments.

**February 1996** **Decleor**

Ragdale Hall

Week long in house training course covering all products and treatments

**January 1996** **Kanebo**

Ragdale Hall

## **Vocational Qualifications**

## **Hobbies and Interests**

I like to keep active, which involves dedicating some of my spare time to good causes such as riding for the disabled. My commitment to this was rewarded when I was nominated and eventually went on to receive 'Chester volunteer of the Year 2005' by the Lady Mayoress in recognition for my work at the Clwyd Special Riding Centre. I enjoy keeping fit, and as a keen follower of the Chester triathlon club, of which my brother is an active member, swimming and cycling play a big part. I have also shown my support by marshaling at the Deva Triathlon. I have a particular passion for most things related to cars, especially classic vehicles.

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