

# Curriculum Vitae

**Female**

**D.O.B. 21 February 1978**

**Number of years working in industry:**

**16 years 4 months**



**Candidate ID Number:** 13200

**Nationality:** British

**Language Skills:**

Fluent: English

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

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

## Personal Statement

I am an experienced beauty professional, with strong leadership and relationship-building skills. I have strong industry experience both on land and at sea, including spa experience, advanced treatment skills, managerial experience and vast experience within customer service and complaint management. Awarded student of the year and commercial student of the year in 2014 from Newcastle College for management skills.

I have experience working both land and sea based, with over 15 years of customer service experience as well as over 10 years of management experience in various roles, specialising in team training, complaint handling & retail sales targets.

I pride myself on delivering a range of treatments to a high standard with excellent customer service and the ability to follow instructions easily & efficiently where necessary.

I am an effective team player with excellent managerial skills who is highly self-motivated, professional & passionate about my career.

I am adaptable, hard-working, customer focused, reliable and dedicated, as well as being very passionate and ambitious about the beauty industry. I am trained in advanced facials (microdermabrasion, microcurrent, skin needling, and Laser Skin & hair removal) and products, such as Environ, Jane Iredale, Advanced Nutrition, Elemis & La Therapie skin care to name a few.

## Employment History:

**October 2017 - Present - Assistant Manager** at (most recent employer hidden for confidentiality) London, UK - United Kingdom, (Day Spa)

### Duties included:

Duties include performing all treatments to a high standard, managing the salon by making sure it is clean and tidy, all rooms are set up ready for treatments. Reception duties, managing the booking system to ensure all therapists and clients are effectively utilised, controlling the cash flow throughout the day and cashing up at the end of the day. I am also in control of the training of the staff and introduction and development of new staff to ensure all staff are capable to maintain the high standard of the salon. I am also responsible for the social media/ external marketing/ internal offers of the salon and maintaining the stock and financial paperwork of the salon for the proprietor.

### Products worked with:

Elemis

Environ

Eve Taylor Facials

CND Acrylics

Shellac

DermaCo Pro VX

Espa

**October 2017 - Present - Assistant Manager** at Secret Oasis Spa, London, UK - United Kingdom, (Day Spa)

**Duties included:**

Duties include performing all treatments to a high standard, managing the salon by making sure it is clean and tidy, all rooms are set up ready for treatments. Reception duties, managing the booking system to ensure all therapists and clients are effectively utilised, controlling the cash flow throughout the day and cashing up at the end of the day. I am also in control of the training of the staff and introduction and development of new staff to ensure all staff are capable to maintain the high standard of the salon. I am also responsible for the social media/ external marketing/ internal offers of the salon and maintaining the stock and financial paperwork of the salon for the proprietor.

**Products worked with:**

Elemis

Environ

Eve Taylor Facials

CND Acrylics

Shellac

DermaCo Pro VX

Espa

**October 2009 - October 2017 - Beauty Therapist** at Bee Beautiful Beauty, North East, UK - United Kingdom, (Home/Mobile)

**Duties included:**

Duties include performing all treatments, managing my day-to-day timing diary as well as marketing the business to gain the footfall and bookings. Duties also include stock control, all financial aspects including taxes as well as budget management.

**Products worked with:**

Eve Taylor

Shellac

CND Acrylics

DermaCo Pro VX

**April 2015 - December 2015 - Skin Clinic Therapist** at Steiner/ Carnival Cruise Line, Caribbean , USA - United States, (Cruise Ship)

**Duties included:**

Duties include performing specific facial treatments to guests on board, providing retail recommendations to the guests to continue their skin care treatments after the treatment, being aware of personal and team targets and actively making sure they were met on a daily/weekly basis, as well as regular daily promotions around the ship to talk to guests and get them in for treatments.

Duties also included head therapist/Assistant Manager duties, aiding the manager in the general running of the spa. This included taking morning meetings, supporting & advising a team of 23 therapists, making sure all spa duties were covered for the effective day to day running of the spa. Doing daily reports to Steiner tracking the daily/Weekly targets - \$68,000 per cruise (weekly) with a 70% retail /30% service split, liaising with accounts to make sure we balanced on a daily basis, as well as solving any problems encountered between guests and payments - Having sole responsibility to make sure all guests had paid their bill before they debarked the ship at the end of their cruise.

**Products worked with:**

Elemis, La Therapie.

**February 2011 - October 2012 - Beauty Therapist** at Slaley Hall Hotel & Spa, Northumberland, UK - United Kingdom, ( Hotel Spa)

**Duties included:**

Duties included performing treatments, effectively collating data to complete consultation forms, for the main purpose of client & therapist safety as well as utilising the information gained for retail opportunities, observing client confidentiality & data protection requirements.

**Products worked with:**

Guinot, Espa

**June 2012 - September 2012 - Beauty Therapist** at Seaham Hall Hotel, Sunderland, UK - United Kingdom, (5 Star Hotel Spa)

**Duties included:**

Duties included performing treatments, effectively collating data to complete consultation forms, for the main purpose of client & therapist safety as well as utilising the information gained for retail opportunities, observing client confidentiality & data protection requirements.

**Products worked with:**

Elemis, Espa.

**Education and Qualifications:****2018**

Advanced physiology & Ageing of the skin.

**2014 Newcastle College, Newcastle.**

Foundation Degree in Beauty & Spa Management.(Level 5.)

Spa Management & Laser hair removal & Skin rejuvenation. Advanced body treatments. (Cellulite treatments, body scrubs & body wraps.)

**2012 Carlton Institute, Kennedia Training (Both Durham)**

Practitioners diplomas - Gained from March 2010 to 2014

Practitioners diploma's in Basic Facials, Waxing, Indian Head massage, Reflexology, Eyelash Perming, Lash and brow tinting, Acrylic and Gel enhancements, manicures, pedicures, Eyelash Extensions, Sports massage, Deep Tissue Massage, Pregnancy Massage.

**2014 Newcastle College**

Level 5 FdA Beauty & Spa Management

**2012 Newcastle College**

Level 3 Beauty Therapy. (Electrical body & Facial)

**Product Training:****May 2015 Elemis, Spa Find, Eve Taylor, Espa, Environ, Jane Irdale, Avanced Nutrition, Shellac**

Newcastle College, Newcastle.

Steiner Academy, London.

Kennedia Training, Newcastle.

IIAA Centre, Leeds.

Shellac Power Polish (As part of my mani/Pedi course)

Elemis face & Body

Espa Facials

Spa Find Body Treatments

Eve Taylor Facials

Environ Skin Care, Jane Irdale Mineral Make-up, Advanced Nutrition Supplements.

## **Vocational Qualifications**

BteC national diploma in Drama, 7 GCSE's grade C and above.

## **Hobbies and Interests**

I have a passion for researching new & innovative treatments & products within the world of Beauty, specifically skin care & massage techniques. I also enjoy working with several freelance companies such as Vanity Van & On Site Massage Co. delivering high quality beauty & massage treatments to the general public & Artistes at a variety of festivals, events & charity events around the UK.

I enjoy visiting new places, experiencing new cultures and engaging in new social situations, as well as spending time with friends & family.

I have an interest in the theatre & live music, enjoying all types of live performances from concerts to local shows and karaoke.

I take part in Boot Camp sessions on a regular basis, as well as having an interest in yoga, meditation, nutrition & Zumba Classes.

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

