

# Curriculum Vitae

**Female**

**D.O.B. 23 August 1990**

**Number of years working in industry: 8 years 11 months**

**Candidate ID Number:** 132089

**Nationality:** British

**Language Skills:**

Fluent: English

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

**Position Sought:** Spa Consultant, Regional Senior Manager, Spa Director, Spa Manager, Salon Manager, Spa Coordinator, Treatment Manager / Spa Trainer, College Tutor

## Personal Statement

- Able to manage a team of Global trainers and ensuring the development & smooth running of the training department, including managing budgets.
- Taught within a fast paced, high-pressured working environment and demonstrated the ability to adapt well to change with a professional approach.
- Holds 10 years' experience within the beauty industry across different sectors, coupled with teaching experience within an educational setting.
- An enthusiastic and skilled trainer with vast experience, knowledge and understanding throughout different sector, including retail training, mentoring and working with leading beauty retailers such as Elemis, CoverFX and The Organic Pharmacy.
- Successfully delivered training on both group and individual bases.
- Demonstrated the ability to communicate effectively within the professional environment and often delivered presentations to large groups including stakeholders.
- Available on notice and extremely keen to be considered for the position & happy to relocate for the right position.

Seeking work in international locations

## Employment History:

**October 2021 - Present - Treatment Manager / Spa Trainer** at (most recent employer hidden for confidentiality)  
London, UK - United Kingdom, (Product Company)

### Duties included:

Head of Global Education & Development

- Manage and develop the training department to support sales and build knowledge of the brand, products, and treatments.
- Assist in developing budgetary process to allow the business to measure the spend on training and development against targets and ambitions to meet KPIs.
- Manage training global training dairy and trainers to ensure effective running of the department.
- Audit existing training materials and task-based training logs, to develop robust records, and develop up to date training materials.
- Develop and monitor administrative processes for scheduling, attendance and learning outcomes, for use by the HR team.
- Produce technical protocols and educational manuals including creation of step-by-step videos.
- Work with HR to develop an efficient onboarding induction process suitable for diverse areas of the business activity.
- Work with department leads to identify base line training requirements and review existing delivery and recording keeping.
- Assist in promotion of company training initiatives and opportunities, both internally and externally during events.
- Delivery of engaging and technically detailed training both internally and externally for global spa partners and team members.

- Review existing learning platforms to ensure efficiency and understanding on training.
- Creation of education material for worldwide markets, including NPD and formulation updates.
- Train and assess global spa partners and internal staff, to the highest standards with brand focus and compliance of all regulations.
- Consider and recommend a broad range of delivery methods such as e-learning, peer to peer and document assessment.
- Work with marketing and design teams to ensure on brand training content.
- Work with industry partners to collaborate on new projects and opportunities.
- Understand and advise on appropriate national and industry accreditation standards.
- Interview and trade test for internal team members, checking standards and knowledge.
- Deliver live webinars globally, delivering technical on brand information.
- Support with document translation for global partners ensure all technical information is correct.

**Products worked with:**

The Organic Pharmacy

**September 2019 - October 2021 - College Tutor** at West Herts College , Hertfordshire, UK - United Kingdom, (College)

**Duties included:**

Hair and Media Makeup Coordinator & Lecturer

- Coordination of Level 2 Hair & Media makeup, & Level 4 Salon Management ensuring standardisation, smooth running of course, creation of new learning materials.
- Lecturer in subjects - Level 2 & 3 Hair & Media Makeup, Level 2 Hair Dressing, Level 2 Beauty Therapy, Level 1 Hair & Beauty & Level 4 Salon Management.
- Plan & deliver lectures, seminars and tutorials including demos such as: tanning, hair styling, hair colouring and makeup artistry (Skin care, Manicures, Facials, Fashion & Photographic, SFX, Face & Body Art along with A&P).
- Manage a classroom of up to 25 students.
- Design, prepare and develop courses and teaching materials - resources and curriculum writing
- Develop and implement new methods of teaching to reflect changes in research to stretch and challenge all learners and include differentiation.
- Adapting training & teaching techniques to accommodate different learning styles
- Assess students for coursework and assessment
- Set and mark examinations including invigilation of examinations
- Support students through a pastoral and advisory role
- Working to specific lesson plans with efficiency whilst ensuring learners have an excellent grasp on training contents
- Motivate students to transfer learning into improved industry standard performance
- Working with other departments and teams such as safeguarding officers, social workers, ALS team and curriculum coordinator.
- Analyse and identify learner needs and implement strategies to support data.
- Fully comply with all statutory requirements including Safeguarding, Prevent and promoting British value.

**Products worked with:**

Dermalogica

**December 2018 - September 2019 - College Tutor** at LCBT, London , (College)

**Duties included:**

Level 2 Beauty Therapy & Level 2, 3 & 4 Hair and Media Makeup Lecturer

- Deliver lectures, seminars and tutorials including demos including threading, gels nails, facials, waxing and artistry.
- Manage a classroom of 25 students
- Design, prepare and develop courses and teaching materials - resources and curriculum writing
- Adapting training & teaching techniques to accommodate different learning styles
- Assess students for coursework and assessment
- Working to specific lesson plans with efficiency whilst ensuring learners have an excellent grasp on training content
- Motivating attendees to transfer learning into improved industry standard performance
- Fully comply with all statutory requirements including Safeguarding, Prevent and promoting British value

**Products worked with:**

Dermalogica

**March 2017 - December 2018 - Treatment Manager / Spa Trainer** at Cover FX, UK, UK - United Kingdom, (Product Company)

**Duties included:**

Brand Trainer

- Work alongside the directory of artistry to implement a regional annual training plan as directed by the brand guidelines and objectives.
- To drive brand growth to achieve goals and see the execution of those plans.
- To deliver field training to makeup artist and beauty advisors, in order to grow sales profit, increase market share and enhance the brand image.
- To coach makeup artists and beauty advisors at POS to ensure the information on products are updated, sales pitch and the brand's art of selling methodologies are effectively carried out and enhanced at POS
- To deliver product training to Beauty Advisors in line with the sales cycles and training priorities.
- To assist in organising annual regional motivation training for beauty advisors and retail managers
- To contribute to region training projects, evaluation analysis events, update of training programs, and give an action plan on training and coaching
- To plan and monitor training and travelling expenses according to budget resource
- To be active in the field to observe customer purchase and behaviour as well as interact with beauty advisors, retail managers and customers.
- To identify and provide feedback for future training needs.
- To work closely with management on visual displays for seasonal change
- To manage and maintain the day-to-day visual merchandising in department stores and shops
- To work closely with Marketing Executive on window and interior display, visual merchandising materials
- To perform any other assigned job duties as per assigned by the management.

**Products worked with:**

Cover FX Cosmetics

**Education and Qualifications:**

**2021 West Herts College**

Level 3 Diploma

Level 3 Beauty Therapy: facial and body electrics, Microdermabrasion, Massage. Result - Pass

**2017 Southampton Solent University**

Masters Of Arts

MA Degree - Fashion Merchandise and Management - Awarded with Merit

Core modules include: Buying and Merchandising, Retail innovation, Retail space analysis.

**2016 Southampton Solent University**

BA (Hons)

BA (Hons) Media Make-up and Hair Design. - Grade 2:1

Major modules include: Special effects, high fashion, wig making and postiche, media makeup.

**2013 University College Birmingham**

NVQ level 2 & 3

NVQ Level 3 in Media make-up and hair with theatrical and special effects. Result - Pass.

NVQ Level 2 in Beauty therapy and Hair Dressing Result - Pass.

**2001 Kingsbury High School**

- GCSE's: 10 Grades A-C - Including English Language (C), Mathematics (C), and Science (C,C).

**Vocational Qualifications**

- Mental Health First Aider - Pass
- Level 3 - Diploma in Education & Training - Pass

- Level 3 – CAVA assessor qualification – Pass

## Other Industry Experience

- Buying and Merchandising Assistant – 2017 Internship - Admin based role for beauty buying and merchandise company Naturesimo.
- Aussie hair V-Festival – 2017 - Hair stylist and Customer Service agent in the Aussie hair tent at V festival.
- Makeup Artist/ Teacher – 2017
- Stage coach master class on theatrical makeup, teaching different techniques of applying both beauty and special effects makeup.
- Kings College master class on theatrical makeup, teaching different techniques of applying special effects makeup.
- Mayflower theater master class on theatrical makeup, teaching different techniques of applying stage makeup, along with hairstyling for stage, and how best to prepare the skin.
- Make-up Artist & Mentor at Laura Mercier Cosmetics – 2016 – 2017 – mentor and develop team members, organize events, attend to customer needs.
- Commercial Administrator/ Receptionist 2014 – 2016 – General admin, booking meetings, inputting data.
- Beauty Consultant - 2014 – 2016 - Support customers with skin care and provide outstanding customer service.
- Makeup Artist – 2016 - London Fashion Week with University
- Hall Green Secondary School – volunteer work – 2016 - Assisting within the classroom with creative subjects including art and design.
- Eyeko Intern – 2016 - Product gifting and mailing to selected bloggers & researching new influencers
- Team Director/ Head Makeup Artist. - The Berry Theatre – April 2016
- Volunteer work experience with the Mayflower youth theatre group, directing a team of makeup and hair artist, applying makeup and wigs, design and creation of all hair and makeup looks.
- Hair and Make-up Artist. - The Berry Theatre – April 2015 - Volunteer work experience - working on the camp rock productions for a youth group, designing make-up and hair looks and creating them on the day for two shows.

## Hobbies and Interests

- Excellent Communication Skills- Able to build and keep solid rapport with individuals quickly and efficiently, both team members and students.
- Analytical & Problem Solving Skills- Demonstrated throughout my working career allowing me to identify an issue and put a strategy in place to overcome said issue.
- Teamwork/Leadership- Execute abilities to work well within a team, by using transferable skills and leading by example. Effectively lead and teach individuals in a productive manner with confidence when required. Manager team members and distribute suitable tasks within a team.
- Computing Skills- Microsoft packages, Adobe packages, Sketch up and Social Media platforms.
- Organisational Skills- Demonstrated at throughout my working career by working systematically, establishing a 'plan of action' and applying it. Supporting others in building organisational skills and learning to priorities tasks to effectively meet deadlines.
- Work Efficiently Under Pressure. - Demonstrated throughout my working career, by working effectively to achieve targets and KPI's.
- Decision Making - Confidently acknowledging issues, considering solutions and determining best courses of action.
- Time Management- effectively meeting deadlines and targets.
- Flexibility- I am able to adapt successfully to changing situations and environments.
- Presentation and Report Skills - Building presentation and training materials such as protocols, taking into account different learning styles to support differentiation.
- Focus & determination - goal oriented. Allowing me to effectively work towards an objective and achieve said goal within reasonable time frames.
- Accountable – taking responsibility for mistakes and asking for help when needed to build on my weaknesses.
- Compassionate – being fair and kind to building good relationships and keep them.
- Dependable and hard working – always willing to go the extra mile to support others or build new skills.

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

