

Curriculum Vitae

Female

D.O.B. 24 December 1980

Number of years working in industry:

7 years 5 months



Candidate ID Number: 13216

Nationality: Pakistani

Language Skills:

Fluent: English, Hindi, Urdu

Permitted to work in: Pakistan

Position Sought: Assistant Manager, Senior Therapist, Massage Therapist

Personal Statement

I AM THE BEST IN MY JOB.

Seeking work in Middle East, UK, Maldives and Cruise Ships

Employment History:

April 2009 - December 2011 - Senior Therapist at (most recent employer hidden for confidentiality) Islamabad, Pakistan, (5 Star Hotel Spa)

Duties included:

- Provide spa treatments in accordance company service standards; contribute towards maintaining a high standard of hygiene and cleanliness in the spa; promote retail sales .
- Provide training to therapist staff as needed to ensure 100% compliance of spa.
- Provide spa beauty and massage treatment in accordance with spa standard.
- Follow all company policies and procedures related to spa services, cleanliness & hygiene, record-keeping, interaction with clients and equipment maintenance.
- Educate, inform and promote spa services to spa clients and fellow employees.
- Communicate and develop good working relationship with spa staff, employees and repeat guests.
- Report all clients complaints to Spa Director.
- Ensure that safety procedures are practiced, and any concerns are communicated immediately to the Spa Director.
- Assist with special events and perform other duties as needed.
- Keep the training manual up-to-date..
- Liaise with any outside trainers to schedule and set the program for group training sessions (namely with suppliers and specialists).
- Schedule training of new staff.
- Lead adhoc internal training sessions to test therapist and help them to improve their technique.
- Use the mystery shopper program by advising the Spa Director to test which THERAPIST on their knowledge and technique of which TREATMENTS.
- Handle any client complaints efficiently and to the complete satisfaction of the client to ensure 100% repeat factor.

Assist manager in all daily operations of the Spa and responded to employee and customer concerns and compliments.

Products worked with:

Career Break - Job hunting

August 2007 - March 2009 - Spa Co-ordinator at Beauti Hutt Day Spa, Islamabad, Pakistan, (Day Spa)

Duties included:

- Assigned the responsibilities of performing Swedish massage, aroma therapy, balinese massage, reflexology, waxing, facial, manicure & pedicure.
- Handled the task of performing various kinds of treatment according to the prescribed standard.
- Assigned the responsibilities of making spa appointments, greeting and escorting spa guests.
- Performed the tasks of promoting and delivering courteous, efficient, and memorable service to the guest.
- Handled the tasks of maintaining and ensuring cleanliness of massage equipment and rooms.

Performed other essential job related duties as assigned.

Products worked with:

Opi, golden girl, by spa, revlon, nioxon.

April 2004 - June 2007 - Massage Therapist at Vanity Saloon & Day Spa, ISLAMABAD, Pakistan, (Day Spa)

Duties included:

- Assigned the tasks on maintaining inventory of supplies for the operations of the treatment rooms.
- Handled the responsibilities of providing massage services to clients by using appropriate, safe and effective techniques.
- Performed the tasks of explaining the applied techniques and procedures to client needs and preferences.
- Assigned the responsibilities of developing and utilizing therapeutic strategies to solve client's soft tissue injuries.
- Assisted and performed various demonstrations and events related to Spa Therapist.
- Performed all kinds of treatment to the highest standard.

Products worked with:

Golden girl, by spa.

Education and Qualifications:

2012

2004 ISLAMABAD INSTITUTE OF MASSAGE THERAPY

ITEC/BTEC

Beauty Therapies and Massage Therapies

Ayurvedic massage, swedish massage, thai massage, bamboo massage, hot stone & chakra stone, sports massage, deep tissues massage, pregnancy massage, lipo massage (manual), balinese massage, aromatherapy, lymphatic drainage, foot ritual, head ritual, indian head massage, reflexology, body scrubbing, ear candleing, manicure & pedicure, waxing, party make up, facial and spa services

2004

1998 Board Of Intermediate And Secondary Education, Rawalpindi

Degree Name: Intermediate.

Level Attendant: 12th Grade.

Board: Rawalpindi. Session Major: April- May 1998

1996 Board Of Intermediate And Secondary Education, Rawalpindi

Degree Name: Matriculation.

Level Attendant: 10th Grade.

Board : Rawalpindi.

Session Major: March-April 1996.

Product Training:

**January
2004**

Murad's and Ramburi

Pakistan

AYURVEDICMASSAGE, SWEDISH MASSAGE, THAI MASSAGE, BALINEES MASSAGE, BAMBOO MASSAGE, HOT STONE & CHAKRA STONE MASSAGE, DEEP TISSUES MASSAGE, SPORTS MASSAGE, PEDICURE, MANICURE, INDIAN HEAD RITUAL, WAXING, FACIAL, AND PARTY MAKE UP.

Vocational Qualifications

TIME MANAGEMENT & SPA MANAGEMENT

Hobbies and Interests

STITCHING CLOTH, FLOWER MAKING, COOKING, HANDICRAFT, THREAD WORK.

CV created at www.spastaff.com

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