

# **Curriculum Vitae**

## **Male**

**Number of years working in industry: 19 years 5 months**

**Candidate ID Number:** 13247

**Nationality:** Portuguese

**Language Skills:**

Fluent: English, Portuguese

Good: Spanish

Basic: French, Italian

**Permitted to work in:** European Union, UK - United Kingdom

**Position Sought:** Spa Director, Spa Manager, Receptionist

## **Personal Statement**

A determined manager that leads by example always aiming into develop staff abilities and revenue maximization. The main goal is grow within the industry, learn and acquire further experience with different challenges.

Seeking work in Portugal and International Locations

## **Employment History:**

**September 2007 - Present - Spa Manager** at (most recent employer hidden for confidentiality) Norwegian Jade - Europe, (Cruise Ship)

**Duties included:**

- Managed several newly built Spas being responsible for revenue attainment of over 75,000\$ US per week
- Playing a pivotal role in the management of the spa, beauty salon and fitness centre in accordance with the requirements and expectations of company and the cruise line
- Managing the busy reception desk with responsibility for scheduling and booking of treatments and upgrades
- Providing management and support to a multi-national team of 20 staff members from different disciplines including aestheticians, massage therapists, acupuncture, hairstylists, nail technicians and personal trainers; identifying and meeting their individual training and development needs
- Working in close conjunction with the shore-side operational team when required and liaising with them to resolve any problems that arise
- Responsible for daily revenue reports to shore-side operational and revenue teams including business strategies
- Creating and executing innovative marketing strategies to attract new customers to the spa and effectively increase revenue
- Responsible for retail training for multiple brands including Elemis, Bliss, La Therapie, Ionithermie, Phyto and others, with retail sales in excess of 25,000\$ US per week
- Monitoring and controlling stock levels of products and materials in the spa and ordering from suppliers when required

**Products worked with:**

Elemis, La Therapie, Bliss, Creative, Phyto, GoSmile, Jou Herbs, Ionithermie, Good Feet

**Duties included:**

- Fully accountable for the setup and subsequent management of centre operations with the primary focus on delivering outstanding service
- Introducing a range of incentives and revenue building initiatives, and coordinating marketing strategies, to facilitate the achievement of targets

Additionally responsible for performing a wide range of massage therapy treatments according to specific customer needs

**Education and Qualifications:**

**2012 Alpine Center - Swiss College**

Certificate

Spa Director Certification

**2012 IEFP (Portuguese Institute for Professional Training)**

Certificate

Train the Trainer

**2008 Steiner**

Certificate

Advanced Spa Management

**2007 Steiner & Elemis Training Center**

Certificate

ELEMIS AromaSpa Ocean Wrap

ELEMIS AromaStone Therapy

**2007 Himalayas - Dr. Sandeep Shirvalkar**

Certificate

Ayurvedic Medicine Induction

**2006 International Institute for Craniosacral Balancing**

Certificate

Craniosacral Holistic Therapy

**2006 Quinta da Calma, School of Life - Puja Kinzer**

Certificate

Ayurvedic Massage

**Product Training:**

**September 2007 Elemis**

Watford - UK

All Elemis product range

**Vocational Qualifications**

- Certified Cruise Professional
- Crowd & Crisis Management Training
- Human Behaviour
- Social Responsibility
- Personal Safety

## **Hobbies and Interests**

- Joinery / Carpentry
- Water Sports
- Outdoor Sports
- Personal development literature

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

