

Curriculum Vitae

Female

D.O.B. 10 August 1986

Number of years working in industry: 18 years 6 months

Candidate ID Number: 13479

Nationality: British

Language Skills:

Fluent: English

Permitted to work in: UK - United Kingdom

Position Sought: Treatment Manager / Spa Trainer

Personal Statement

A highly self-motivated Training Development Executive. Who is passionate about delivering an exceptional high standard level of training and customer care. I am immaculately presented and always strive to give 100% whilst working, I have a wealth of knowledge and experience working with many well respected skincare brands including cosmeceutical, within the industry today. My passion has always been skin care, I love nothing more than account relationship building, educating and inspiring both therapists and clients about skin health.

Seeking work in national and international locations

Employment History:

August 2017 - Present - Training Development Executive at (most recent employer hidden for confidentiality)
Ascot, UK - United Kingdom, (Product Company)

Duties included:

- Responsible for delivering all Guinot Training courses, in house, regional and individual treatment courses at various locations throughout the UK and Ireland.
- Assessing students in all aspects of the products and treatments.
- Keeping accurate training records of students from taking student bookings up to training completion, assessments and resources used.
- Assisting with the smooth running of the training school and answering product queries. Contributing new training ideas.
- Training new staff members on the brand.
- Assisting when necessary in the flag ship salon.

Career Break - Traveling

November 2015 - April 2017 - Business Development Manager and Educator at Nimue skin technology ,
Camberley, UK - United Kingdom, (Product Company)

Duties included:

- Business development of salons, spas and medical clinics in the South of England, Managing a portfolio of account across the South of England.
- Presenting the Nimue brand, and demonstrating the products and treatments to potential clients, PR and bloggers.
- Successfully grown existing business in FY 2015 / FY 2016, increasing each accounts spends by introducing new products and treatments.
- Ensuring all accounts take monthly offers and ensuring they are well promoted in each salon.
- Supporting salons with growth ideas which will include marketing plans for the year, Managing salons marketing funds and rebates.
- Meeting with PR and bloggers to promote the Nimue brand

- Organising and delivering training for new and existing business, creating education material for salons, also delivering power hour sessions as and when needed to develop and mentor individual needs and grow their business.
- Organising and attending salon events, attending trade events and following up on all leads
- Creating financial reports for the country manager.

October 2014 - November 2015 - Training Specialist at Dermalogica, UK, (Product Company)

Duties included:

- Visiting accounts across the UK and Ireland, training and educating students in the brand.
- Acting as a brand ambassador and inspiring students whilst teaching in an articulated way.
- Being able to adapt my approach and teaching style where necessary and involving the students within the training session, to stimulate their interest in what is being taught.
- Working to a structured time frame, whilst following a teaching guide and lesson plan to allow the workshop to start and finish on time, with the relevant information for my audience.
- Training up to 50 students at one time with a confident friendly manner and directing the students on the correct approach when recommending the brand.
- Confirming future training with students/lectures and arranging delivery of necessary products and extra training resources I will need for the day.
- Carrying out necessary admin duties after a training session and promptly handing them to the line manager at its deadline date.

August 2010 - October 2014 - Spa Therapist at The Spa at Coworth Park, UK, (Day Spa)

Duties included:

- Delivering a professional five star spa treatment services to the highest standards, to help aid well being. Impeccable customer service & communication skills, with the ability to instantly establish rapport with clients & colleagues.
- The Provision of a friendly and professional five star spa experience for all guests within an atmosphere of peace and tranquillity in line with Leading Quality Assurance procedures.
- Supporting management team in helping with maximising revenue and pro-active selling of spa retail products.
- Achieved monthly retail sales targets (commission gained on sales/product purchases).
- Assistance in freelance training on treatments and products as required.
- Supporting management team in helping with designing new treatments to maximise revenue.
- To acquire and maintain a full and detail knowledge of all product houses and treatment process at all times in line with business practices and standards.
- Ensure treatment rooms are of a consistent high standard at all times also participation in monthly stock taking and replenishment.

August 2006 - December 2009 - Senior Therapist at Steiner Leisure, Royal Caribbean Cruise Line , (Cruise Ship)

Duties included:

- Provided a high quality health and beauty service to international ocean cruise line passengers. Responsibilities included staff training, staff management, sales & business development, customer services & administration.
- Assisted spa manager with sales/target breakdowns. Organised team training and team incentive programmes and developed training strategies, for those under performing.
- Leading as an example to others, maintain a full and detailed knowledge of all products and treatments, assisted in the development of new promotional ideas.
- Delegation of tasks to individual staff members as appropriate.
- Handling and resolving all clients' complaints and queries.
- Conducting a wide range of spa treatments according to Steiner standards.
- Setting up appointment pages and booking in appointments.
- Compiled all staff daily rotas and made adjustments as appropriate.

Education and Qualifications:

2005 Oxford college of F.E

Level 2&3

- Beauty Therapy NVQ - Oxford college of F.E. - Level 2&3 2003-2005
- CCE Childcare in Education - Oxford College of F.E. Pass 2002-2003

2002 The Cooper School

Vocational Qualifications

- Citrix
- Microsoft office Suite
- Spa Soft

CV created at www.spastaff.com

