

Curriculum Vitae

Female

D.O.B. 12 July 1990

Number of years working in industry:

16 years 11 months



Candidate ID Number: 13518

Nationality: British

Language Skills:

Fluent: English

Permitted to work in: Qatar, UK - United Kingdom, UAE - United Arab Emirates

Position Sought: Spa Consultant, Spa Manager, Salon Manager, Assistant Manager, Head Therapist, Treatment Manager / Spa Trainer, Senior Therapist, Beauty Therapist, Skin Clinic Therapist, Massage Therapist, Holistic Therapist, Complementary Therapist, Receptionist, Retail Professional

Personal Statement

I am very presentable, punctual and I take pride in my appearance. My personality is well suited to the business environment. I have excellent interpersonal skills. I can stimulate conversation and I enjoy listening to people. I have a relaxing and calming effect on people.

I am a perfectionist and I take pride in my work. I strive to provide the highest levels of customer service and customer satisfaction in the workplace. I believe in continuous improvement and development.

I have worked in Qatar for 2.5yrs previously to my current job. I am interested in working in a clinic Dubai specialising in skincare treatments and laser hair removal but I am open to all opportunities. I am currently based in the UK.

Employment History:

May 2014 - Present - Spa Manager at (most recent employer hidden for confidentiality) Cheshire, UK - United Kingdom, (Day Spa)

Duties included:

Key Responsibilities

- Currently in a management role for a Luxury Spa
- Responsible for the financial performance of the Spa.
- Responsible for monitoring operating costs, overseeing purchase orders and invoices, and overall profit and loss account for the Spa.
- Working with spa's marketing for the development of Marketing Strategies in the Spa.
- Recruit, lead, train and developing my team
- Responsible for the maintenance and upkeep of the high standard of Facilities, Treatment, Service and attention to detail within the Spa.
- Review of Standard Operating Procedures and implementation of necessary training.
- Responsible for Health & Safety compliance within the Spa.
- Keeping up to date and remain at the forefront of treatment development and the market lead
- Strong experience in people management
- Attending Industry related events and conferences
- Carrying out a range of treatments to an extremely high standard
- Building a regular client base to achieve retail targets
- Ensuring treatment rooms are of a consistent high standard of cleanliness and products are available
- Ensure brand standards are delivered consistently.
- Create an intensity around excellence and service that drives performance of the spa team members.
- Ensure all team members have experience and have been tested on their knowledge for each treatment.
- Plan and cost local marketing activity events to ensure they achieve an appropriate return on investment.
- Share experience and personal passion to lead and embed a strong development culture and training and

development is consistently high priority.

- Using the KPI's, benchmark individual team member's performance in terms of sales and through our online appraisal system review their performance against the five high performance behaviours.
- Ensure stock is kept to the correct par levels are in line with specification and all relevant paperwork is up to date and in order for monthly stock take.

- Create a spa rota that achieves maximum sales

Products worked with:

- O.P.I
- Jessica
- Jessica Geleration
- Vita Liberata Tanning
- Lycon Wax
- Hydrafacial
- ELEMIS
- ELEMIS BIOTEC
- BABOR
- Valmont
- ESPA
- SkinCeuticals (peels included)
- Alma Soprano Laser Hair Removal
- Nouveau LVL
- Hopi Ear Candles

February 2011 - April 2014 - Senior Therapist at Nara Salon, Doha, Qatar, (Day Spa)

Duties included:

Full body massage

Facials

LPG Endermologie slimming treatments

Retailing to clients after treatment

Products worked with:

Esthederm

Dermalogica Face & Body

LPG Endermologie

January 2011 - December 2011 - Head Therapist at Clarins (Uk Ltd.), Wilmslow, Cheshire, UK - United Kingdom, (Day Spa)

Duties included:

Providing excellent customer service.

Processing point of sale transactions.

Carrying out a wide range of high quality spa treatments.

Providing client specific treatment / product recommendations in order to add value to the clients experience and secure future bookings / product sales.

Achieving sales targets by utilizing established selling techniques and in depth product knowledge.

Departmental event organization, promotion and execution; raising product awareness amongst existing and potential clients.

Maintaining the highest standards of cleanliness, hygiene and tidiness.

Products worked with:

Clarins Face and body products.

May 2010 - December 2010 - Beauty Therapist at Brazilian Waxing Company, Manchester City Centre, UK - United Kingdom, (High Street Salon)

Duties included:

Providing a wide range of specialised waxing treatments to clients within a regulated time limit.

Maintaining the highest standards of cleanliness, hygiene and tidiness.

Passing on product and service knowledge to clients and promoting the products on sale.

Preserving strict client confidentiality and dealing diplomatically with sensitive issues.

Developing a rapport with clients through conversation and the provision of a relaxing environment.

Working in a highly efficient and effective manner with low levels of wastage.

February 2009 - May 2010 - Head Therapist at Kiwi Ltd., Stockport, UK - United Kingdom, (Hair Salon)

Duties included:

Providing a wide range of beauty therapy treatments.

Maintaining the highest standards of cleanliness, hygiene and tidiness.

Preserving strict client confidentiality and dealing diplomatically with sensitive issues.

Booking in appointments, answering the telephone and taking payments from clients.

Greeting customers and maintaining an accurate appointments diary.

Opening up, locking up and ensuring the secure transfer of takings.

Monitoring and maintaining stock levels.

Providing advice and recommendations to clients on the best treatment programmes and skin care routines to carry out at home.

Products worked with:

ESPA - Face and body

Dermalogica - Face and body

Xen-Tan - Tanning products

Jessica - Nail products

February 2007 - February 2009 - Receptionist at Chambers and Newman, Stockport, UK - United Kingdom, (High Street Store)

Duties included:

Franking and sending post out.

Sending out mail shots for potential clients.

Reception duties, photocopying and filing.

August 2008 - January 2009 - Beauty Therapist at Devine Beauty Salon, Stockport, UK - United Kingdom, (High Street Salon)

Duties included:

Maintaining the highest standards of cleanliness, hygiene and tidiness. Passing on product and service knowledge to clients and promoting the products on sale. Preserving strict client confidentiality and dealing diplomatically with sensitive issues. Developing a rapport with clients through conversation and the provision of a relaxing environment. Working in a highly efficient and effective manner with low levels of wastage Providing a wide range of beauty therapy treatments. Booking in appointments, answering the telephone and taking payments from clients. Greeting customers and maintaining an accurate appointments diary.

Products worked with:

O.P.I - Nail products

Fake Bake - Tanning Products

N.S.I - Acrylic products

Education and Qualifications:

2008 Stockport College

NVQ level 3 - Beauty Therapy

Beauty Therapy at National Vocational level. VTCT (World class qualification)

2007 Stockport College

NVQ level 2 - Beauty Therapy

Beauty Therapy at National Vocational level. VTCT (World class qualification)

2006 Stockport College

NVQ level 1 - Beauty Therapy

Beauty Therapy at National Vocational level. VTCT (World class qualification)

2006 St. Annes Rc High

Maths - C

English - C

Science - C

Art - B

Textiles - C

I.T - C

Product Training:

August 2018 **HD Brows**

HD HQ Leeds

Brow Experts will educated me on face shapes, brow mapping, and the secret to our exclusive design formula before showing us, step by step, their unique selection of techniques including tinting, waxing, threading make up application to create a bespoke brow, perfect for clients.

July 2018 **Nouveau LVL**

Hale Country Club & Spa - Trainer attended to train in house

Nouveau LVL Lash Lift

June 2017 Valmont

Hale Country Club & Spa - Trainer flew from Barcelona to train in house

An intense 3 day training course inclusive of massage, scrubs, body wraps, cellulite treatments and six different facials.

May 2017 SkinCeuticals

Hale Country Club & Spa - Trainer attended to in house train

SkinCeuticals bespoke facials and peels, product knowledge and skin analysis training.

November 2016 Jessica

Marriot Hotel

Manicure, pedicure and Jessica gel training.

November 2016

Trafford College - Altrincham

An intense 5 day training course inclusive of hot stone massage, deep tissue massage, maternity massage, body wraps, cellulite treatments and facials.

November 2016 ELEMIS

Trafford College - Altrincham

An intense 5 day training course inclusive of hot stone massage, deep tissue massage, maternity massage, body wraps, cellulite treatments and facials including BIOTEC facials.

August 2016 Soprano Laser Hair Removal

Hale Country Club & Spa - Trainer attended to train in house

Laser hair removal techniques including brazilian

April 2014 ESPA

Gibbon Bridge - Preston

An intense 5 day training course inclusive of hot stone massage, deep tissue massage, maternity massage, body wraps, cellulite treatments and facials.

September 2011 Clarins (Uk Ltd.)

Clarins Head office, London, United Kingdom

The training I recieved was very specific and very intense. I would regularly go to London on training work shops typically lasting 3-4 days at a time until all units were completed. The first training work shop lasted one week and had a 65% pass rate, if the first training workshop for that week was failed you would be dismissed from the job. Each course consisted of updating product knowledge, training in the specific treatment and a practical exam at the end in order to pass.

I completed all nine Units taking around 6 months to complete. These are the training workshops I completed:

Clarins Skin Spa Initial Training (5 day) January 2011

Clarins Face & Body Additions & Skin Spa Selling (4 day) March 2011

Clarins Advanced Body Training (3 day) March 2011

Clarins Signature Massage Training (3 day) April 2011

Clarins Waxing Training (1 day) April 2011

Clarins Colour Training (2 day) May 2011

Clarins Mens Massage & Mum to be (3 day) June 2011

Clarins Activity to Sales (3 day) July 2011

Clarins Tri-Active Body (3 day) September 2011

November 2009 Dermalogica

The Dermal institute, Derby

This again was intense, it was a four day course. I was trained in all of the Dermalogica range and also face mapping which is vital when using the product. There were also a number of tests to pass and treatments to carry out.

April 2009 Jessica

My place of work

Jessica is a unique system and product range.

A Jessica Nail specialist came into the salon i worked to do a one day workshop with me in order to gain technical hands on experience and to understand the benefits of the Jessica system as an alternative to regular manicures.

April 2009 ESPA

My Place of work

Facials

April 2009 Xen-Tan

My place of work

This was a one day work shop, a representative from Xen-Tan came to the salon and demonstrated the use of the product and product knowledge along with tips to promote retail sales

February 2009

Michelle Porter

My place of work

The training was NVQ level standard and i received Certification for this. This was a three day workshop in which i was trained on the basics of application of acrylic and fibre glass nails. I was also trained on the product knowledge and aftercare advice.

May 2008 Nailtiques

Stockport College

This was a one day work shop being trained about the development and maintenance of healthy, natural nails. There is a complete line of prescribed, salon-tested products provides the best nail care system. I was trained in the Nailtiques nail care system which treats multiple nail problems and also about how the products promote natural nail growth, strength and moisture retention in order to promote the product. I was also trained in the Nailtiques manicure and certified for this workshop.

February 2008

Oligospa

Stockport College

This was a two day workshop being professionally trained on use of product and assessment of practical exam using the products to carry out facials and body treatments demonstrated correctly.

February 2008

Fake Bake

Stockport College

A trainer from Fake Bake came to my college to explain and give the class a deep understanding of how self tan works, contraindications to look for, information about the fake tan market, latest innovations and trends, inside secrets, tips and tricks that ensure the flawless fake tan. Also to give us marketing advice to help us succeed and promote our business. I was Certified and Accredited by The Guild of Beauty Therapists and gained a professional qualification in spray/manual tanning.

Hobbies and Interests

I enjoy keeping fit and skiing. I also enjoy socialising, relaxing with friends, watching films, reading books based around skincare, cooking and eating out (a lot). I am interested in learning a language (preferably Arabic or Spanish).

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