

# Curriculum Vitae

**Female**

**D.O.B. 21 December 1983**

**Number of years working in industry:**

**2 years 9 months**



**Candidate ID Number:** 13545

**Nationality:** British

**Language Skills:**

Fluent: English

**Permitted to work in:** Malta, Belgium, UK - United Kingdom, Spain

**Position Sought:** Spa Manager, Assistant Manager, Head Therapist, Treatment Manager / Spa Trainer, Senior Therapist, Beauty Therapist, Skin Clinic Therapist, Massage Therapist

## Personal Statement

Since I qualified at Mary Reid International Spa Academy in 2009 I have worked within a 5\* Elemis Health Spa as a full time Spa Therapist. I have completed a nine month contract working on board Royal Caribbean International through Steiner One Spa. Whilst working onboard I developed very strong relationships within a multi nationality environment and I was recognised in delivering outstanding customer service. I then worked as a Business Development Manager for the IIAA (International Institute for Anti Ageing) which further increased my sales targets and management experience. I have now returned from travelling and working in Australia where I further developed my international working skills and specialised as a Bodyology Therapist closing high value sales.

My goal at present is to strive towards an international position that will lead to a spa management role.

## Employment History:

**October 2012 - February 2013 - Head Therapist** at (most recent employer hidden for confidentiality) Melbourne, Australia, (Health Club)

### Duties included:

- During my time working as a Bodyology Therapist I specialised in various weight loss and detoxifying body treatments including nutrition :
  - Lypolysis/ Fat Cavitation
- Medi Lymp Drainage
- RF Waveform
- Body Sculpting and Toning
- Dr Dome
- Body Composition Analysis
- Isagenix Nutritional Cleansing

Most clients would visit the clinic to receive a discounted treatment purchased through groupon. During this treatment I would go through a consultation with the client and recommend a suitable course of treatments, securing a high value sale. I would then be responsible for completing the sale and arranging any finance option selected as well as scheduling appointments.

I was also responsible for giving one on one consultations to clients where I would explain the services we

offered and recommend a course of treatments based on the clients individual needs and requirements. My responsibility was to close high value sales at the end of these consultations which I did.

Other duties included:

- Processing payments
- Stock orders
- Opening and closing clinic
- Updating daily banking schedule
- Cleaning

Scheduling appointments using Salon Master

**Products worked with:**

Isagenix

**September 2012 - October 2012 - Complementary Therapist** at Mii Day Spa, Quay West,Bunker Bay Resort, Dunsborough, Australia, (5 Star Hotel Spa)

**Duties included:**

Whilst working within the MII Spa I performed all deluxe facial, massage and body treatments available as well as manicure/pedicures and was able to start immediately without any formal training.

During my time here I have also become familiar with Pevonia Skin Care and LI'TYA.

**Products worked with:**

Pevonia

Li'tya

**April 2012 - September 2012 - Area Sales Representative** at IIAA - International Institute for Anti Ageing, Scotland area, UK - United Kingdom, (Skin Clinic)

**Duties included:**

My role as a business development manager was to assist and progress the individual salons and spa's that I represented on behalf of the IIAA.

Covering the entire Scottish territory, on a daily basis I visited registered stockists of Environ skin care, The Advanced Nutrition Programme and Jane Iredale Mineral Makeup and performed skin analysis or taster facial events.

The events were designed to maximise product sales and facial bookings as well as creating and retaining new and existing clients.

The skin analysis events included an in depth consultation with the clients using a state of the art Visia imaging machine that analysed the deepest layers of the skin. Whilst educating the clients about their skin I then recommend a results driven skincare regime based on their scan.

The Taster Facial Events also included a consultation using the Visia machine focussing on the clients main concerns. I would then perform a taster facial using the Ionzyme Machine, explaining the benefits in addition to using the skin care recommended.

On a daily basis I was targeted to retail a minimum of four hundred pounds per day which I exceeded regularly as well as taking a stock order from the spa/salon and rebooking another event.

As well as performing skin analysis events I had monthly targets to reach including products sales, stockist orders, promotions, training course bookings, machine sales and new account openings.

**Products worked with:**

Environ

The advanced nutrition programme

Jane Iredale mineral makeup

**February 2011 - April 2012 - Spa Consultant** at Steiner One Spa, Caribbean, (Cruise Ship)

**Duties included:**

I completed a full contract onboard The Monarch of The Seas specialising as an esthetician. Before I started my contract on board I attended the Steiner Training Academy in London where I was selected from a large number of therapists to study La Therapie Medical Grade Skin Care. I also continued to study the full Elemis and Bliss product range.

As the only esthetician onboard I specialised in all facials available onboard for La Therapie and Elemis as listed above. On a daily basis I also performed full body massage, Swedish and deep tissue as well as full body wraps, waxing, manicures and pedicures.

While working on board my salary was commission based only. On a daily basis revenue targets were given and to achieve these I was responsible for making sure my individual column was full on a daily basis, which incorporated promotion to ensure full bookings and retail to every guest.

Other duties on board included:-

- Retail – solution selling
- Reception duties
- Delivering seminars to the guests
- Inventory/Stock
- Payment processing & Balancing

Spa Tours

**Products worked with:**

La Therapie

Elemis

Bliss

**May 2010 - March 2011 - Spa Consultant** at Bannatynes Health Club, Dunfermline, UK - United Kingdom, (Health Club)

**Duties included:**

I worked full time within the Sensory Spa performing all available spa treatments specialising in Elemis. On a regular basis I was responsible for the opening and closing of the spa, managing our booking system as well as handling cash, card and voucher payments. I also had the responsibility of cashing up and making sure all funds were accounted for.

On a regular basis I would promote the spa's services and products available directly to the health club members and visitors as well as taking part in seasonal events focussed on maximising retail sales and treatment bookings.

On a monthly basis I had targets to meet in the number of treatments performed and retail products sold to enable me to reach target which I exceeded on a regular basis.

**Products worked with:**

Elemis

Bare Essentials

Leighton & Denny

St Tropez

Calgel

Education and Qualifications:

2010 Mary Reid International Spa Academy

Mary Reid Gold Diploma

ITEC

2001 Beath High School

Higher Biology B

Higher English B

Higher Maths A

Product Training:

June 2012 Environ

London

Envoron products

Multivitamin Facial

Focus Frown Facial

Hydraboost Facial

Peels

Cosmetic Needling

Visia Machine

March 2012

Elemis

London

Phase One, Aromaspa & Facial Therapy

Elemis Spa Therapy - Facial Therapy

Deep Tissue Massage

Bamboo Massage

Hot Stone Massage

Seaweed Detox Wraps

March 2011

La Therapie

London

La Therapie skin care

Hydra Lift Facial

Oxypolish Facial

Micro Dermabration

Vocational Qualifications

· Courses and certificates awarded through Royal Caribbean Cruises LTD:-

Basic First Aid

Survival Craft Basics

Basic Fire Fighting

Human Relationships

Crowd Management (CMAT)

## **Hobbies and Interests**

Dancing

Fitness classes

Horse riding

Netball

Shopping

Socialising

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

