

Curriculum Vitae

Female

D.O.B. 18 September 1980

Number of years working in industry: 17 years 1 month

Candidate ID Number: 14054

Nationality: American

Language Skills:

Fluent: English

Good: Spanish

Permitted to work in: USA - United States

Position Sought: Spa Manager, Spa Co-ordinator, Assistant Manager, Head Therapist, Treatment Manager / Spa Trainer, Senior Therapist, Beauty Therapist

Personal Statement

Motivated, energetic, and multi-faceted esthetics professional with a dynamic career including operations management experience and extensive work in the spa industry. A skilled leader, highly resourceful and dedicated, with exceptional interpersonal skills and the ability to coach and motivate staff to optimal performance. Proven track record of client satisfaction, and building and developing strong business relationships which lead to long-term loyalty.

Seeking work in national and international locations

Employment History:

July 2014 - Present - Spa Director at (most recent employer hidden for confidentiality) Eugene, USA - United States, (Day Spa)

Duties included:

- Hold direct responsibility for all aspects of daily salon operations.
- Drove revenue for the location from negative growth to profit within just 18 months.
- Develop and execute successful marketing plans including print media, social media, and participation in local events.
- Manage HR functions including the recruitment, hiring, training, and development for the full salon staff of 15 team members.
- Provide coaching for staff to ensure that guests receive a consistently excellent experience.
- Handle all inventory control to ensure adequate availability of merchandise, back bar items, and all salon supplies at all times.
Create a positive, motivating atmosphere for salon team members within the company.
- Work closely with guests to resolve any issues and ensure continuous service improvement.
- Plan agendas and lead all monthly mandatory staff meetings.
Created the Urban Waxx Philanthropic Task Force group, responsible for conducting events and fundraisers collecting in excess of \$20,000 for local and international charities.

September 2008 - January 2013 - Senior Therapist at Urban waxx, Portland, USA - United States, (Day Spa)

Duties included:

Esthetician/Waxer | Portland, OR (2008 - 2014)

- Perfected the art of the Brazilian bikini wax and all other body waxing.
- Built and maintained a devoted clientele with 73% return guests who praised my attention to detail, painless methods, and welcoming atmosphere.

July 2007 - September 2008 - Senior Therapist at Portland Spa and Boutique, Portland, USA - United States, (Day Spa)

Duties included:

- Built a loyal clientele and was the most booked employee at the spa, with 49% return guests.
- Maintained 30% of service totals in retail sales.
- Conducted interviews and hired skincare employees, and provided continual motivation, coaching, and training of the skincare team.
- Collaborated with skincare team to design and implement seasonal promotions.
- Built relationships with skincare line representatives.
- Researched and determined the best skincare line to add to the spa.
- Performed weekly inventories and created purchase-orders for retail and professional stock.
- Fully trained and certified in the Alma Accent and Harmony skin rejuvenation lasers.

Products worked with:

Phytomer, Jan Marini, SkinCeuticals

Education and Qualifications:

2017 Aveda Institute, Victoria B.C, Canada

Trained

Aveda skin care training with an emphasis on using pure flower and plant essences in treatments including body wraps, waxing, makeup application.

CV created at www.spastaff.com

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