

Curriculum Vitae

Female

D.O.B. 03 January 1974



Number of years working in industry:

29 years 1 month

Candidate ID Number: 14057

Nationality: Spanish, Argentinean

Language Skills:

Fluent: English, Spanish, French, Italian

Basic: Portuguese, German

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

Position Sought: Spa Consultant, Regional Senior Manager, Spa Director, Spa Manager

Personal Statement

Spa passionate, team player, self-motivated, healthy, self-confident person looking for a change in her personal and professional life, wanting to re-locate overseas.

Enjoys very much an international atmosphere and good working ambience.

Seeking work in Spain, International Locations and Cruise Ships

Employment History:

July 2014 - Present - Spa Director at (most recent employer hidden for confidentiality) Nicaragua, Costa Rica, (5 Star Hotel Spa)

Duties included:

Responsible for the full running operations of the Spa, repositioning and re-launching of Brand In charge of re-organizing, re-positioning and launching the Spa, taking care of daily Spa Operations, re-structuring Policies and procedures, Core Standards, implementing Marketing and PR strategies for US and Central American Markets, structure of services and pricing (Business Plan), Operating equipment and materials, search for local suppliers, Human Resources: training creating of manning accordingly, Job profiles, descriptions and tasks, hiring of personnel, training and supervising them, following Mukul Standards.

Products worked with:

Phytomer, Aromapothecary, Argania, Mizar

November 2013 - June 2014 - Spa Manager at Kempinski, Seychelles, Seychelles, (5 Star Hotel Spa)

Duties included:

Responsible for the full running operations of the Spa, belonging to Resense Spa Brand. In charge of keeping up and running the full Spa Operations, taking care of complying with Policies and procedures, Core Standards for Resense, Marketing and PR strategies, structure of services and pricing (Business Plan), Operating equipment and materials, search for suppliers, Human Resources: training creating of manning accordingly, Job profiles, descriptions and tasks, hiring of personnel, training and supervising them, following Kempinski Brand Standards, belonging to Resense Spas.

Products worked with:

July 2011 - June 2012 - Spa Consultant at The Spa Company, Buenos Aires, Argentina, (5 Star Hotel Spa)

Duties included:

Providing the Spas with management support in every stage of the business.

Have been involved in several Spas:

- Renewal and management operations of Delta Eco Spa Resort, taking care of stocks, hiring and training therapists;
- Human Resources Training at Ser Spa;
- Concept Design, Lay-out and Treatment Menu at new Ushuaia Hotel!

Products worked with:

Lidherma, Exel, Icono

October 2008 - March 2011 - Retail Professional at Nespresso, Buenos Aires, Argentina, (Product Company)

Duties included:

Responsible for the complete operation and all aspects of Nespresso Boutique Recoleta.

Daily operation in store managing stock transfers, cashiering, weekly cashiering balances, personnel timetable, training and motivation, research, maximization of costs, making sure to deliver the highest grade of customer service, minimizing the level of complaints and obtaining the best sales results according to the financial objectives.

Developed selection and training program for Coffee Specialists in time and manner for the Boutique Opening at Unicenter Shopping Center.

Designed and performed training for Manager and Coffee Specialists for new Boutique and Market, Located in Chile.

Positioned the Boutique as Number #1 in sales in all Latinoamerican Region.

Career Break - Traveling

December 2005 - October 2008 - Spa Manager at Hyatt Hotels, Buenos Aires, Argentina, (5 Star Hotel Spa)

Duties included:

Responsible for design, start-up and operation of Spa belonging to Hyatt Hotels.

In charge of making up the Spa in this new Hotel, responsible of creating, designing, writing and operating new Spa concept. Creating all Policies and procedures, Spa Menu of services, Core Standards, marketing and PR strategies, structure of services and pricing (Business Plan), Operating equipment and materials, search for suppliers, Human Resources: creating of manning accordingly, Job profiles, descriptions and tasks, hiring of personnel, training and supervising them, following Hyatt Brand Standards, belonging to Hyatt Pure special Spas.

Responsible for everything regarding the starting-up and operating a brand new Spa.

Responsible of choosing treatment products and services, Comfort Zone (Italian premium Spa brand) was chosen and had taken the course of product knowledge together with the Therapists team. Trained all Therapists and Team with "Comfort Zone" protocols.

Maintained the visit of Comfort Zone's international trainer during two consecutive years especially to train all the Spa Team.

Developed the Spa origins following Hyatt standards, with a special authenticity and local imprint.

Products worked with:

Comfort Zone, Arkadia

April 2004 - March 2005 - Spa Manager at Faena Hotel & Universe, Buenos Aires, Argentina, (5 Star Hotel Spa)

Duties included:

Responsible for the opening and operation for the new Spa belonging to a 5-star Hotel, located in Buenos Aires, and designed by French architect, Philie Starck.

In charge of making up the Spa in this Hotel, responsible of writing and making all Politics and procedures, Spa Index, Job profiles, Core Standards, marketing strategies, structure of services and pricing, Operating equipment, and materials, hiring of personnel, training and supervising them.

Responsible for everything regarding the starting-up and operating a brand new Spa.

Responsible of choosing treatment products, equipment and services, La Prairie was chosen and had taken the course of product knowledge together with the Therapists team.

Creation of a unique Spa, following the architecture specially thought by Mr Starck.

Creation and publication of all treatments offered, following with all standards required.

Products worked with:

La Prairie

Career Break - Training - industry-related

May 1998 - November 2003 - Guest Relations Manager at Costa Crociere , Cruise Ship, (Cruise Ship)**Duties included:**

On board the following ships: Costa Atlántica, Costa Mediterránea, Costa Victoria, Costa Marina & Costa Europa

Group coordinator and contact on board with Tour Leaders and all their activities, following them up throughout the cruise, complying with all requests.

Provide a source of special service assisting American guests with all special needs, and paying special attention to V.I.P, Tour Leaders and other passengers with special requests.

Responsible for the Costa Club Program (Membership Program for past passengers), mainly for European passengers, providing a Hospitality Desk for Q&A, and verifying that the series of rewards are duly delivered.

Special recognition from Hotel Director and the Company for the labor performed during Caribbean Season that created this job and received the offer to be the First Guest Relations Manager for the Mediterranean, in this way, this position started in all other ships.

Products worked with:

Elemis

Career Break - Traveling

May 1992 - May 1998 - Concierge at Hyatt Hotels, Buenos Aires, Argentina, (5 Star Hotel Spa)**Duties included:**

Concierge, Assisting guests in reservations, city information, etc, etc.

Education and Qualifications:**2013 IDIP**

Therapist

Massage Therapist

2000 Sydney Hotel School

Certificate

Hotel Management

1998 Universidad de Buenos Aires / Medicine Faculty

Certificate

Nutritionist

1991 St. Hilda's College

Cambridge Exams:

First Certificate, IGCSE exams (Economics, Biology, Literature, etc), O Levels, A Level Spanish, A Level French

French Alliance: 3 year

Product Training:

May 2014 Elemental Herbology

Kempinski The Spa Seychelles

Signature Massages, Body Scrubs and Wraps, Facials

September 2011 Lidherma

Buenos Aires

Different type of products that suits different types of skins and how to combine them.

June 2006 Comfort Zone

Buenos Aires

- Facials and body treatments with Comfort Zone products
- Glorious Skin, Skin Resonance, Men treatments, etc
- Different signature Massages: Mediterranean, Oriental, Arabian, etc

October 2004 La Prairie

Buenos Aires

- Cavier body & Face treatments
- Exfoliation and nourishing facial treatments
- Planning use of the products and costs per treatment

Vocational Qualifications

Crowd and Crisis Management Course performed by US Coast Guard (compulsory for everybody working on board ships)

First Aid Course

Executive Assistant course

Amadeus (Reservation system used at Travel Agencies, Car Rentals)

Opera system (Used for Hotel Reception, check-in/out, Reservations)

Reservation Assistant

Open course

Micros

Hobbies and Interests

Cycling, Running Marathons, Water Skying, Yoga, Horse Back Riding and travelling around the World.

CV created at www.spastaff.com

