

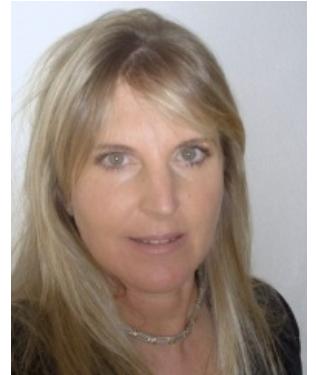
# **Curriculum Vitae**

**Female**

**D.O.B. 23 July 1969**

**Number of years working in industry:**

**16 years 0 months**



**Candidate ID Number:** 14305

**Nationality:** South African, Maltese

**Language Skills:**

Fluent: English

Good: Afrikaans

Basic: Italian

**Permitted to work in:** European Union

**Position Sought:** Spa Consultant, Spa Manager, Salon Manager, Spa Co-ordinator, Assistant Manager, Head Therapist, Treatment Manager / Spa Trainer, Senior Therapist, Beauty Therapist, Skin Clinic Therapist, Massage Therapist, College Tutor, Retail Professional

## **Personal Statement**

My Curriculum Vitae will reflect several years of extensive experience serving high net worth and exclusive clients as a professional Aesthetician, working in the luxury health spas aboard well renowned cruise liners, yachts, a private Hotel & Polo Estate and in my own salon in South Africa.

In character I am dedicated to my goals and projects, articulate to detail, patient and caring. I have immense passion and find teaching others rewarding and soul gratifying. I have trained students at well renowned international cosmetology colleges and institutions in skincare and other treatments. Working in 5 Star Spa establishments found my position as an aesthetician challenging, enjoyable and interactive. I know that I can use all my interpersonal Skills, training qualifications, worldly travelled knowledge and experiences to provide and outstanding service to your guests. I bring a wealth of knowledge, a proven record of excellence in sales, customer service and training experience as well as a genuine passion to the spa industry. I look forward to the opportunity of proving myself to be a valuable addition to your team and company with my strong work ethic, sunny personality and wide range of experience.

## **Employment History:**

**February 2019 - Present - Freelance Spa Consultant, Trainer and TEFL Teacher** at (most recent employer hidden for confidentiality) Mellieha, South Africa, (Home/Mobile)

**Duties included:**

As a spa consultant and treatment trainer I providing companies within the wellness sector support, guidance and development of their business, including business set-up, operational procedures, product line development, staff recruitment assistance, treatment design and staff training into protocols and hands on therapy.

As an Assessor I am registered with ITEC and have long term experience providing education in beauty and massage courses for international colleges.

Teaching English as a foreign language. Private lessons in person, and online, on a part time basis.

**Products worked with:**

Dr Gandel Germany

Environ

**Career Break - Job hunting**

**September 2018 - February 2019 - Senior Spa Therapist & Product Trainer** at Environ (Fountain of Youth), Swatar, South Africa, (Product Company)

**Duties included:**

This was a temporary contract. My duties include advanced facial therapy and body treatments, reception duties, training stockist and beauty therapists in the Environ product range and its treatments.

**Products worked with:**

Environ

**April 2017 - August 2018 - Treatment Manager/ Spa Trainer and Director of Education** at M Spa Academy , Sliema , South Africa, (College)

**Duties included:**

My role/s and responsibilities were varied in this position, which included: Total operations of the academy, plan and implement the M Spa concept, educate the standard operating procedures to Marion Mizzi and Myoka spa staff (11 outlets in total), Develop, design and improve treatments within the spa groups, including retail and up-selling training. Ensure the highest level of hygiene and presentation is covered in training so that it could be carried forward in the spas. Evaluation and monitoring improvement of spa staff along with spa managers, Excellent service training, to work together as a team with marketing to promote the academy in courses, finances of the academy, Co-ordinate training programs, team work and relationship building with spa managers including spa manager training and ensure targets were met nationally and internationally.

Spa training consisted mainly of: Spa etiquette including spa business English, all massage treatments, body treatments, facial treatments, advanced facial treatments (Microdermabrasion, Radio Frequency, Ultrasound, Dermaroller, Mesotherapy, Cavitation and plasma Facial, TCA and Chemical Peels). Including creating new and updated existing SOPs for all treatments too. I developed a training manual and guide book for managers and staff to follow so that learning techniques and protocols were as simple as possible.

M Spa Academy was a registered centre of ITEC UK, and I am a registered ITEC Assessor with their institution. The academy courses were delivered under ITEC syllabus. These included: Anatomy & Physiology, Beauty Specialist, Holistic Diploma, Complementary Therapies, Thai Body Massage, Lymphatic Drainage Massage, Aromatherapy Massage, Train the Trainer (Assessing in vocational achievement), pregnancy massage, Thai foot reflexology, reflexology, make-up, Hotstone Massage, Rungu Massage and Facial Electrical.

I was then included in a consultancy project based in Cairo Egypt with Myoka Spas and Intercontinental Hotel Group. I had to design treatments for their spa menu, train both the Spa Manager and Assistant Spa Manager in treatment procedures, so they would be able to conduct training further on. I did join the spa team for two weeks to give more one on one and hands on training.

**Products worked with:**

Clarena

**December 2016 - March 2017 - Beauty Therapist** at Premedion GMBH (China), Beijing/Zhanjiang, China, (Cruise Ship)

**Duties included:**

I joined Premedion GMBH on a contract basis due to the visitor restrictions in China. My duties include training therapists in all treatments required by the spa, reception duties, spa business English plus meet and greet with consultation and responsibilities of the therapists and the receptionists. I personally designed a spa dialog for the therapists who could not speak English in order for them to deal with European Guests. All treatments were self designed, to give the company a unique style and SOP's on each treatment done in English and then translated into Chinese with a translator. My training locations were: Beijing and Zhanjiang. Beijing spa held 4 therapists, receptionist and spa manager whereas Zhanjiang Thermal Spa held 120 employees and I was responsible for training to 35 therapists into massage protocols, 10 into spa protocols and about 30 spa attendants into guest interaction, guidance and reception hospitality. My duties under Operations Co-ordinator included assistance in the design and write up of the spa menu, inventory, spa design and decor, all operations of the spa division for the guests from the time they enter the spa to when they leave. In Beijing I work independently whereas in Zhanjiang I worked closely with the Regional Spa Director. The treatments that I had to offer training in were: Signature Massage (Combination of Swedish, Deep Tissue and Traditional Chinese Massage), Aromatherapy, Hotstone Massage, Thai Body Massage, Thai Foot Massage, Specialized Beer Hair Treatment. Design, formulate and train a crushed malt scrub plus Body wraps of mineral mud, Kneipp Treatment, Facial Massage, Reflexology, MLD Manual Lymphatic Drainage, facial treatments using Pevonia products and waxing.

**Products worked with:**

Traditional and local Chinese medicinal products

**Career Break - Vacation**

**June 2016 - November 2016 - Beauty Therapist** at Canyon ranch SpaClub @ Sea, Algarve , Portugal, (Cruise Ship)

**Duties included:**

A temporary contract for the summer. My responsibilities entailed Reception duties, facials, manicures, pedicures, Shellac Gel Polish, Epilation, Massage and body scrubs.

**Products worked with:**

- Aromatherapy Oils
- Comfort Zone skincare

**Career Break - Worked on Yatchs Part Time Contracts**

**February 2015 - May 2016 - Treatment Manager / Spa Trainer** at One Nature Resorts & Spa , Johannesburg , South Africa, (5 Star Hotel Spa)

**Duties included:**

Based on a contract my responsibilities entailed development of a protocol training manual for therapists, all spa requirements for a spa set-up, assistance with recruitment of therapists, designing and formulating aromatherapy massage oil for specific treatments, buying of spa stock and exporting spa goods to the spa location based in the Serengeti, Kenya .

**Products worked with:**

Signature One Nature Skin and Body Care Line

Esentia

Rain Africa

**December 2014 - January 2016 - Spa Manager** at Kurland Hotel, Spa & Polo Estate, Plettenberg Bay , South Africa, (5 Star Hotel Spa)

**Duties included:**

At this very exclusive, privately owned 5 Star Hotel and Polo Estate, I perform all duties in the spa which included body treatments, facials and nail care, consultations, product recommendation and retail, bookings, PR and marketing, preparation of daily revenue reports, Spa promotions, which included spa mobile treatments at champion horse events and revenue planning strategies. As additional duties, I met and greeted guests upon arrival, assisted with the hotel reception and any in-house queries guests may have had, including activities and tour choices and bookings for guests in the surrounding areas (Tsitsikama Forest, water sports, animal sanctuaries and Nature Reserves).

**Products worked with:**

Xuviance

Rain Africa

Moya

QMS

**October 2014 - December 2014 - Senior Therapist** at One & Only Spa Cape Town , Cape Town , South Africa, (5 Star Hotel Spa)

**Duties included:**

My duties were massage, body treatments, facials, consultations, retail and cross promotions and up selling.

#### **Products worked with:**

ESPA

**February 2014 - August 2014 - Beauty Therapist** at Flair Ltd TUI, Caribbean and Mediterranean, (Cruise Ship)

#### **Duties included:**

Treatments were performed daily to guests onboard including Therapy Massage, Holistic Treatments, Body Treatments, Facials, Nail Care, Epilation, Make-up Applications, Product Retail, service sales, training new therapists that joined and assisting foreign students with business English. Additional Duties included consultations, reception, spa tours, seminars, cleaning of the spa and crew drills.

#### **Products worked with:**

Phytomer

**August 2009 - July 2012 - Head Therapist** at Canyon Ranch SpaClub @ Sea, Worldwide, (Cruise Ship)

#### **Duties included:**

Within this spa team of 11-17 crew we provided treatments for up to 150 clients daily including: Swedish, Deep Tissue, Hot Stone Therapy, Aromatherapy, Thai Body Massage & Thai Foot Reflexology; Body Scrub Rituals & Detoxifying Body Wraps. Aesthetician: Facials, Medi-grade Facials (Oxygen Infusion & Ionzyme DF II), Mini Peels; Holistic Facials, Extractions, Epilation, Make-up Applications & Workshops, Manicures and Pedicures, Tanning Applications, Product Retail on all services. Additional Duties included consultations, reception, spa tours and hosting, seminars, Assistant and Deputy Spa Manager (balancing books and reports), inventory management, motivational team projects, cleaning, displays and décor, crew drills and crew welfare meetings. I was also selected to assist with the initial Spa set up for the "Riviera" during her dry dock in Genoa, Italy.

#### **Products worked with:**

ProNad, Environ, Sjal, Intraceuticals, Shellac CND

**Career Break - Training - industry-related**

#### **Education and Qualifications:**

##### **2019 The TEFL Academy, Sale, United Kingdom**

TQUK Level 5 Certificate in Teaching English as a Foreign Language (RQF)

TEFL (Teaching English as a Foreign Language)

##### **2008 SETA**

Registered Assessor / facilitator with South African Board of Education

Assessor (ETDP-SETA) for SAQA (NQF) (Cosmetology Industry)

##### **2008 Camelot Cosmetology College**

CIBTAC

##### **1987 Edenglen High School**

GCSE Level (Matriculation)

#### **Product Training:**

##### **May 2018 Clarena**

M Spa Academy, Malta / Trainer from Poland

Skincare and Body care for their products and how to integrate the products with specific skin electrical machines

##### **June 2015 Exuviance, Anesi, Crisnails, MediHeel**

Plettenberg Bay, Western Cape & Johannesburg South Africa

Medigrade Facials, gel polish and medi-grade pedi treatments.

**August 2010**

**Environ (Diploma)**

Environ, Johannesburg

Medi-grade facial and body product training and deeper penetration application with iontophoresis and sonophoresis machine (Electrical) - Prior training in this product has been done before the date specified too.

**August 2009**

**Sjal, Intraceuticals, CR ProNAD, Sisley, Aroma Associates**

Canyon Ranch SpaClub @ Sea, world cruise ships

Skin Care facial and Body treatment products - This training was given onboard by Product house representatives from various countries, but no certificates were issued by the product house through the employer.

**October 2007**

**San Soucis Cosmetique Baden-Baden**

San Soucis, Johannesburg, South Africa

Skin Care facial treatment product

**October 2007**

**Sh'Zen**

Sh'Zen, Johannesburg

Hand, feet and nail treatment product

**May 2005**

**Elemis Spa-Therapy**

Steiner Training Institution, London

Aromatherapy body oils, Detox Marine wraps and body scrub products.

## **Vocational Qualifications**

CCP Certified Cruise Professional, Marine Pest Control - Product Knowledge and Safety, Import Management (Sea/Air/Rail/Road) , Dangerous Goods Management, Credit Controlling Airfreight industry.

## **Hobbies and Interests**

Reading novels, visiting historical sites, travelling, horse riding, cycling, swimming, snorkelling, safari, shopping, photography, drawing, and painting.

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

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