

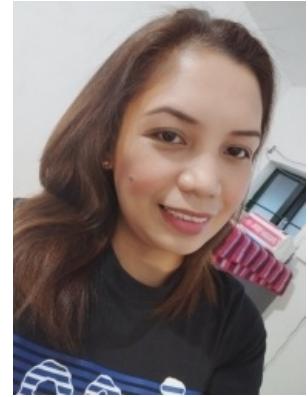
Curriculum Vitae

Female

D.O.B. 27 August 1982

Number of years working in industry:

16 years 9 months



Candidate ID Number: 144637

Nationality: Filipino

Language Skills:

Good: English

Permitted to work in: Philippines

Position Sought: Assistant Manager, Head Therapist, Treatment Manager / Spa Trainer, Nail Technician, Receptionist, Salon Supervisor

Personal Statement

In times darkness always look for that silver lining, always better my Best, keep moving and everything will take its place .

Employment History:

August 2024 - Present - SALON SUPERVISOR at (most recent employer hidden for confidentiality) QATAR, Qatar, (Day Spa)

Duties included:

Duties and Responsibilities

1. Staff Supervision & Management

Oversee daily activities and performance of salon staff (stylists, receptionists, assistants).

Schedule staff shifts, breaks, and manage attendance.

Provide training, mentorship, and performance evaluations.

Resolve staff conflicts or concerns professionally.

2. Customer Service & Client Relations

Ensure high standards of customer service are maintained.

Address customer complaints or concerns efficiently.

Build and maintain positive relationships with regular clients.

Monitor client satisfaction and encourage feedback.

3. Salon Operations

Monitor cleanliness, hygiene, and overall presentation of the salon.

Ensure compliance with health and safety regulations.

Maintain equipment and ensure tools are sanitized and in working order.

Manage inventory of products and supplies; reorder as necessary.

4. Sales and Revenue Support

Promote salon services, treatments, and products.

Help meet sales targets and manage promotional offers.

Monitor product usage and upsell retail products to clients.

5. Administrative Duties

Keep records of appointments, transactions, and staff schedules.

Assist with budgeting, payroll, and reporting to salon owners or managers.

Handle bookings, cancellations, and client data management.

6. Marketing and Promotion

Support or lead local marketing initiatives and social media presence.

Plan or assist in events or seasonal promotions.

7. Training and Development

Identify training needs for staff and coordinate skill development.

Introduce new techniques, trends, or services to enhance salon offerings.

Products worked with:

L'OREAL products - Hair

Amazon- Hair

CND Products - Nails Extension

Anesi Products for Nail Enhancement

Pevonia Face and Body products

Kerastase Products

Aveda

Career Break - CALL CENTER SUPERVISOR

December 2022 - July 2024 - SUBJECT MATTER EXPERT at VALOR GLOBAL , MANILA , Philippines, (Hospital / Medical Clinic)

Duties included:

Subject Matter Expert (SME) ♦" Call Center Duties and Responsibilities**

1. **Technical Expertise and Support**

* Serve as the primary knowledge resource for complex customer issues.

* Assist frontline agents with escalated or technical inquiries.

* Provide accurate information regarding products, services, processes, or systems.

2. **Training and Development**

* Support onboarding and training of new agents.

* Deliver refresher training on new tools, policies, and updates.

* Help develop training materials, FAQs, and knowledge base content.

3. **Quality Assurance**

* Monitor calls, emails, or chats for quality and compliance.

* Provide feedback to agents on performance, accuracy, and customer handling.

* Assist in refining call scripts, processes, and service procedures.

4. **Process Improvement**

- * Identify trends, recurring issues, or knowledge gaps from agent interactions.
- * Recommend improvements to workflows, systems, and customer handling practices.
- * Collaborate with quality and operations teams to implement changes.

5. **Collaboration and Communication**

- * Work closely with team leaders, supervisors, and other departments to align on goals.
- * Act as a liaison between the operations team and support functions (e.g., product, IT, training).
- * Share updates and communicate changes in real time to the team.

6. **Performance Monitoring**

- * Track agent performance related to specific products or tasks within SME scope.
- * Help set benchmarks and best practices based on area of expertise.
- * Support root cause analysis for performance or customer satisfaction issues.

7. **Documentation and Knowledge Management**

- * Maintain and update documentation relevant to your subject area.
- * Ensure all team members have access to accurate and current information.
- * Create job aids, guides, and reference materials for agents.

Products worked with:

n/a

November 2021 - December 2022 - ASSISTANT MANAGER at OPTU.GLOBAL SOLUTIONS, MANILA , Philippines, (Hospital / Medical Clinic)

Duties included:

Call Center Supervisor Duties and Responsibilities

1. **Team Supervision and Management**

- * Oversee day-to-day activities of call center agents.
- * Monitor agent performance, productivity, and adherence to schedules.
- * Assign tasks and manage shift coverage and workforce planning.

2. **Training and Development**

- * Train new employees on scripts, systems, and customer service techniques.
- * Provide ongoing coaching, mentoring, and performance feedback.
- * Conduct regular quality assurance reviews and call audits.

3. **Performance Monitoring**

- * Track key metrics such as call volume, response time, resolution rate, and customer satisfaction.
- * Identify performance gaps and implement improvement strategies.
- * Prepare performance reports for management.

4. **Customer Service Oversight**

- * Ensure a high level of service is delivered by the team.
- * Handle escalated calls or complex customer complaints.
- * Support agents in resolving difficult issues and meeting service standards.

5. **Process Improvement**

- * Recommend and implement workflow and process improvements.

- * Help update scripts, policies, and procedures to reflect current best practices.

6. **Administrative Duties**

- * Maintain accurate records of attendance, incidents, and performance.

- * Assist with scheduling, reporting, and policy enforcement.

- * Ensure compliance with data protection and customer confidentiality regulations.

7. **Team Motivation and Culture**

- * Foster a positive, team-oriented work environment.

- * Recognize top performers and encourage professional development.

- * Address team morale and work-related concerns proactively.

Products worked with:

n/a

October 2016 - October 2018 - Assistant Manager at TIPS AND TOES LUXURY SPA LLC, DUBAI, UAE - United Arab Emirates, (Day Spa)

Duties included:

Assistant Salon Manager Duties and Responsibilities

1. **Operational Support**

- * Assist in daily salon operations and ensure smooth workflow.

- * Monitor appointment schedules, walk-ins, and service efficiency.

- * Help maintain a clean, organized, and professional environment.

2. **Staff Supervision**

- * Support with scheduling and shift management.

- * Supervise staff performance and offer guidance or support as needed.

- * Help onboard and train new employees.

- * Step in to resolve team conflicts or escalate issues to the manager.

3. **Customer Service**

- * Greet and assist clients, ensuring high-quality service.

- * Handle complaints or service issues promptly and professionally.

- * Build strong relationships with regular clients to promote loyalty.

4. **Sales and Promotions**

- * Promote salon services, packages, and retail products.

- * Motivate staff to reach sales and service targets.

- * Assist in implementing and managing promotions or seasonal campaigns.

5. **Administrative Tasks**

- * Help with inventory control and ordering supplies.

- * Track and report staff attendance and productivity.

- * Assist in payroll preparation and basic bookkeeping tasks.

6. **Health & Safety Compliance**

- * Ensure all staff follow health, safety, and sanitation protocols.

* Conduct regular checks on tools, equipment, and hygiene standards.

7. **Managerial Support**

* Act as the point of contact in the absence of the Salon Manager.

* Contribute ideas to improve salon services, customer satisfaction, and business growth.

* Attend management meetings and relay information to the team.

Products worked with:

Pevonia Product face and body

Babor Facial Products

Anesi facial and Body Products

Loreal hair products

Morjana Products

LPG Products

Nails Products

GEL AND ACRYLIC

March 2006 - October 2016 - Nail Technician at TIPS AND TOES LUXURY SPA LLC, DUBAI UAE, UAE - United Arab Emirates, (Day Spa)

Duties included:

JOB DESCRIPTION ♦" Nail Technician / Team Leader

Perform technical skill based on the assigned designation.

Assist in the implementation of new joiners in-house trainings and ensure that required knowledge is covered.

Ensure team members are aware of company health and safety procedure and report any observed safety issues or accidents to manager.

Supervise and report any incident that contradicts with the Shop SOP's , ethics and Ensure adherence to quality improvement or corrective action plans.

Sustain existing client record and aim at building potential customer database.

Perform critical inventory tasks to ensure the correct amount of items are in stock.

Maintain updated and accurate records of inventory, including placing orders, transfers in and out and returns counts.

Review documentation and monitor product codes to search for discrepancies as well as conduct daily back barring and inspection on expired products in the stock and the shop.

Prepare, generate, and file financial inventory reports.

Lead as role model by demonstrating the Company's Values.

Attend mandatory trainings scheduled by the Company.

Provide professional nail, hand and feet treatments such as basic manicure/pedicure, advanced nail extension technique (Acrylic/gel) in addition to hand massages and nails' treatments in accordance with SOP's.

Respect Punctuality and follow the schedule / Line up in order to ensure prompt attendance to appointments and perform meticulous services within the appropriate time assigned for each service.

Actively promote and upsell the treatments, services and retail, as well as the newsletter promotions.

Follows SOP's for quality service and municipality regulations.

Provide accurate, appropriate and immediate responses to all requests and complaints by guests ensuring complete customer satisfaction.

Sustain existing clientele record and aim at building potential customer database.

Products worked with:

L'OREAL products - Hair

Amazon- Hair

CND Products - Nails Extension

Anesi Products for Nail Enhancement

Pevonia Face and Body products

Kerastase Products

Aveda

Education and Qualifications:

2023 Tips and Toes Luxury Spa in Dubai

With Certificate available anytime if requested

Spa Management /Operations

Leadership

Nails enhancement training

-Manicure /Pedicure Expert

-Acrylics and Gel Nail extension Expert

-Client Care Expert

-Sanitation and Sterilization expert

Facial training

Body treatments training

Spa full service training

2003 Philippines Science and Technology Center

Philippines Science and Technology Center

Diploma in Telecommunication Technology

Graduated: 2003

Completed a comprehensive program focused on the principles and practices of telecommunication systems, including networking, signal transmission, and digital communication technologies.

Gained hands-on training in telecom equipment, installation, and maintenance.

2003 Philippines Science and Technology Centers

Vocational Qualifications

Call center agent ,customer service representative

Hobbies and Interests

Watching movies and travel around, swimming in the beach

CV created at www.spastaff.com