

# **Curriculum Vitae**

**Male**

**D.O.B. 20 May 1967**

**Number of years working in industry: 31 years 10 months**

**Candidate ID Number:** 14709

**Nationality:** Indian

**Language Skills:**

Fluent: English, Hindi, Tamil, Malyalam

Basic: Arabic

**Permitted to work in:** India

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

## **Personal Statement**

Over 12 yrs experience in Strategy Planning, Operations Management, Administration, and Human Resources Management in the Wellness & Healthcare sector.

Extensive experience in developing plans & sops for overall Management, Supervision and implementation of Health programs.

Actively involved in developing marketing campaigns and handling cost saving initiatives in the process.

Excellent Leader with exposure in conceptualizing measures to optimize the resource/capacity utilization.

Adept at handling day to day Administrative activities in coordination with internal/external departments.

Holds the distinction of designing training modules and organizing team building events across career.

Strong communicator with ability to ensure execution of the time-bound deliveries.

Seeking work in UAE, international locations and cruise ships

## **Employment History:**

**December 2012 - Present - Regional Senior Manager** at (most recent employer hidden for confidentiality) Delhi, India, (Day Spa)

### **Duties included:**

Medical Director and Business Head, overall operations of two day spas

HR Administration & Management, Entire Spa operation, Planning, Budget forecasting, Cost control, Scheduling, Revenue Management, Sales, Marketing, Staff Training, Setting Business goals and Targets, Focusing on Target Market, Sales promotion, Customer Care and achieving the Business goals.

### **Products worked with:**

All Asian Spa treatments

**June 2010 - October 2012 - Regional Senior Manager** at Ayurmantra Wellness Spa, Singapore, Singapore, ( Hotel Spa)

### **Duties included:**

HR Administration & Management, Entire Spa operation, Planning, Budget forecasting, Cost control, Scheduling, Revenue Management, Sales, Marketing, Staff Training, Setting Business goals and Targets, Focusing on Target

Market, Sales promotion, Customer Care and achieving the Business goals.

**Products worked with:**

All the Asian Spa Treatments,

**March 1998 - June 2010 - Spa Manager** at Taj Hotels Resorts and Palaces, Calicut, Kerala, India, (5 Star Hotel Spa)

**Duties included:**

HR Administration & Management, Entire Spa operation, Planning, Budget forecasting, Cost control, Scheduling, Revenue Management, Sales, Marketing, Staff Training, Setting Business goals and Targets, Focusing on Target Market, Sales promotion, Customer Care and achieving the Business goals.

**Products worked with:**

All Asian Spa Treatments

**January 1994 - February 1998 - Complementary Practitioner** at Ayurvedic Trust, Coimbatore, India, (Hospital / Medical Clinic)

**Duties included:**

Hospital Management and Clinical Management

**Products worked with:**

Ayurvedic Clinical Management and Treatments

**Education and Qualifications:**

**2012 Orient Spa Academy affiliated to The Lanna Thai Spa Academy**

Certification course

Spa Management & Operations includes all the Asian Spa & Beauty Therapies training, Management & Operations training

**1992 NIBM, Chennai, India.**

MBA

Human Resources & Customer Relationship Management

**1992 Bharathiar University, Coimbatore India.**

Bachelor of Ayurvedic Medicine and Surgery

(BAMS)

**1982 MNKMHS**

Board Examinations Kerala Government, SSLC GPA -72% out of 600

**Vocational Qualifications**

Core Competencies

Administration of Healthcare Institution

Handling Administrative matters in hospitals, scrutinizing work/performance of other functional groups and providing assistance to improve their functioning and progress.

Operations Management

Monitoring the operations related to human resources, diagnostic functions, customer care, medical records, engineering, maintenance, biomedical waste management and security.

Planning effective control on materials and inventory overseeing the maintenance of property/components including

interior utilities and equipment.

#### Finance Operations

Monitoring the expenses of the units and developing a process to enhance profitability.

Overseeing tasks related to salary and payroll management and carrying out vendor& merchandiser negotiations.

#### HR Management

Identifying candidates on the basis of technical requirements and managing the appraisal process linked to reward management.

Conceptualizing & effectuating training and development initiatives for improving employer productivity.

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