

Curriculum Vitae

Female

D.O.B. 28 December 1981

Number of years working in industry:

20 years 6 months



Candidate ID Number: 15259

Nationality: British

Language Skills:

Fluent: English

Permitted to work in: UK - United Kingdom

Position Sought: Spa Director, Spa Manager, Salon Manager, Treatment Manager / Spa Trainer, Area Sales Representative

Personal Statement

I am a highly motivated and results orientated professional with longstanding experience and knowledge of the luxury beauty industry.

I have a proven track record of business development, over achieving sales targets and people management

I am currently seeking work in England and Scotland within the spa industry as my current role is outwith a spa environment and it has given me the opportunity to realise that I am more focused and result driven within a spa role

Employment History:

May 2012 - Present - Area Sales Representative at (most recent employer hidden for confidentiality) Scotland, UK - United Kingdom, (Product Company)

Duties included:

Business development manager ISD (Scotland) supplies bathrooms and kitchens to both trade and public.

Job responsibilities and sales figures

My role is to develop the business and drive it forward. I achieve this by supporting the showroom sales teams and sales calls to our trade accounts.

I work between 2 showrooms and out in the field visiting both existing and potential trade accounts.

Sales

- June 2012 - target £42,000 Actual - £49,000
- July 2012 - target £47,000 Actual - £52,000
- August 2012 - target £51,000 Actual - £54,000
- September 2012 - target £54,000 Actual - £54,500

New trade accounts

- June 2012 - target 5 new accounts actual 6
- July 2012 - target 7 new accounts actual 9
- August 2012 - target 8 new accounts actual 6
- September 2012 - target 8 new accounts actual 8

February 2012 - May 2012 - Retail Professional at Capital Hair and Beauty, Edinburgh, UK - United Kingdom,

Duties included:

My duties included all aspects of store management, overseeing store team, visual merchandising, driving the store to achieve targets, stock control, customer relations, college tendering, main key holder responsibilities, branch takings reconciliation and banking, implementing and maintaining kpi's for audit

Store targets were consistently over achieved as following

- February 2012 - Target £26,000 Achieved - £32,000
- March 2012 - Target £28,500 Achieved £34,200
- April 2012 - Target £29,800 Achieved £34,600
- I brought the store audit up from 36% previous audit to 67% an increase of 31%

September 2004 - December 2011 - Spa Director at Adore Beauty, Livingston, UK - United Kingdom, (Day Spa)

Duties included:

I opened the salon in 2005, The spa was an empty retail unit and I overseen the whole project from concept to completion.

The spa housed a full hairdressers, 5 treatment rooms, relaxation room, manicure and pedicure suite and a tanning area

Since opening the spa has won many prestigious awards including -

- INAA Scottish spa of the year 2011
- Darphin new salon of the year Scotland 06/07
- I also ran the spa and the spa team dealing with all aspects of staff management, coaching, training, salaries, induction etc,
- I ran a team of 3 therapists, 4 hairdressers, 2 junior hairdressers and 2 spa receptionists.
- I also undertook all of the business side of the spa this included,
- Preparation of budgets
- Meeting with brand business managers
- Organizing in salon events
- Staff training, Setting sales targets for staff
- Weekly, monthly and yearly sales forecasts
- Product sourcing and purchasing
- Staff salaries, VAT and tax, Monthly and yearly account reconciliation
- Marketing calendar and budget

Products worked with:

Darphin

Mama mio

Crystal clear

Neom

Lava shells

Education and Qualifications:

2005 Carlton Institute of Beauty Therapy

Diploma (HND equivalent)

Beauty Therapy

2003 Napier university

University diploma

Accountancy and business management

1999 Deans Community High School

Highers in

English

Maths

Chemistry

Music

Business

Product Training:

August 2011 **Darphin (skincare)**

UK

Retail and selling techniques - 2005 - updated 2010

Basic facial & body training - 2005 - updated 2010

Spa facial & body training - 2005 - update 2010

Haute couture facial expert - 2006

March 2011 **Creative Nail Design**

Creative Nail Academy, Edinburgh

Advanced manicure, Advanced pedicure - 2004

Acrylic Nail enhancements - 2004

Pre - master qualification - 2007

Shellac, Minx - 2011

July 2010 **Lava shell massage**

Shared beauty secrets, UK

Lava shell massage

July 2010 **Crystal Clear**

UK

Microdermabrasion specialist

October 2008 **Nouveau lash**

UK

Lash specialist & LVL

August 2008 **Pulsar IPL**

UK

Hair reduction

Skin and vein treatment specialist

October 2007 **Mama Mio**

UK

Maternity massage specialist training

June 2007 **Hot stone massage**

Ellisons academy, UK

Hot stone massage

February 2007 **Hive waxing**

Hive training academy, UK

Advanced brazilian hot waxing

December 2006 **Universal contour wrap**

UK

Universal contour wrap

**March
2003**

Su-Do

UK

Airbrush tanning

Vocational Qualifications

2012 – Present – PTLLS level 4

Hobbies and Interests

Pilates, studying, skincare, visiting spas

CV created at www.spastaff.com

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