

# Curriculum Vitae

**Female**

**D.O.B. 28 May 1983**

**Number of years working in industry:**

**13 years 11 months**



**Candidate ID Number:** 153066

**Nationality:** Nigerian

**Language Skills:**

Fluent: English

Basic: Portuguese

**Permitted to work in:** Nigeria, Mozambique

**Position Sought:** Assistant Manager, Treatment Manager / Spa Trainer, Skin Clinic Therapist, Retail Professional

## Personal Statement

A commercially savvy and customer focused individual who goes the extra mile to get a job done and get results as well as always discreet in the handling of sensitive and confidential customer, staff or business data and information.

I have complete understanding of business ethics, rules and client service. A self-motivated, driven and determined self-starter. Excellent time management, inter-personal and communication skills as well as ability to develop good working relationships with colleagues and other managers. Proficient in the use of internet Microsoft Office Suite (Word, Excel, Powerpoint) with ability to become familiar with business specific programs and software.

Seeking work in national and international locations

## Employment History:

**May 2019 - Present - Spa Manager** at (most recent employer hidden for confidentiality) MAPUTO, Mozambique, (Day Spa)

### Duties included:

Always demonstrate sincere customer focus and true appreciation for the client experience

Ensure all dealings with clients at the spa are to meet or exceed the spas operating standards

Ensure that spa department follows business conduct and ethics

Able to analyze and interpret the needs of clients and offer appropriate options, solutions and resolutions.

Prepare daily input treatment revenue and monthly report

### Products worked with:

Babor, Mesoestetic, Image Skincare, Guinot, Decleor, Regim A, Environ etc

**April 2017 - May 2019 - Spa Manager** at Requinte Spa, Polana, Mozambique, (Day Spa)

### Duties included:

Able to promote and sell spa programs to clients and walk-in

Able to implement and monitor upselling strategies to maximize spa operational revenue

Responsible for checking and overseeing all settlements like cash, eft, pos settlements

Manage Spa inventory effectively, and follow spa purchasing standards to ensure audit compliance

Attend to clients concerns and complaints

**January 2016 - March 2017 - Head Therapist** at Anantara Medjumbe Island Resorts & Spa, Pemba, Mozambique, (5 Star Hotel Spa)

**Duties included:**

Responsible for the day-to-day operations of the spa

Scheduling clients appointments

Prepare daily input treatment revenue and monthly report

Perform massages, facials, waxing and other skincare treatments.

**Products worked with:**

Africology, Six skincare, Masemela

**January 2015 - January 2016 - Beauty Therapist** at African Pride Hotel, Capetown, South Africa, ( Hotel Spa)

**Duties included:**

Perform the following massage and beauty treatments; swedish massage, foot reflexology, facial treatments, facial electrical treatments waxing, body texfoliation and wraps, pedicures and gel polish

**Products worked with:**

Guinot and Thalgo

**May 2010 - April 2013 - Beauty Therapist** at Kings and Queens Beauty Institute and Spa, Abuja, Nigeria, (Day Spa)

**Duties included:**

Promote the sale of beauty products in conjunction with beauty treatments

Perfomed massage and beauty treatments to a high standard.

**Products worked with:**

Dermalogica

**Education and Qualifications:**

**2023 Quantum Analytics**

Certificate

Microsoft Excel for business intelligence Analytics

Microsoft power business intelligence (Power BI)

PostgresSQL for Data Analysis

Problem-solving Techniques for root cause analysis & business optimization

**2023 Swiss Business School, Greece**

Spa Management Specialization Certificate

Spa management introduction

Retail management for spas

Financial management for spas

Supervision in the hospitality industry

Managing front office operations

## **2023**

### **2021 Sancos Academy**

Certificate in Micro-needling

### **2015 International Academy of Health & Beauty, Cape-town, South-Africa**

Certificates in Nutrition, Swedish Massage, Foot reflexology, Microdermabrasion

### **2014 Beauty Therapy Institute, Capetown**

ITEC Level 3

Business, Physis, Chemistry, Anatomy & physiology, Facials, Facial electrical, Body exfoliation & wraps, Waxing, Pedicure & Manicures, Advance peels, Laser therapy, Cosmetics. First Aid, Sanitization and Disinfection.

### **2009 Lagos State Polytechnic**

National Diploma In Banking & Finance

### **2002 Ajigbeda Girls High School**

Secondary School Diploma

## **Product Training:**

### **June 2023 Mesoestetic**

South-Africa

Facial Peels, Depigmentation Peels

### **April 2023 Image Skincare**

Cape-Town, South-Africa

Anti-aging facial peels and Retails

## **Vocational Qualifications**

Basic Data Analytics

## **Hobbies and Interests**

Gym, Dance, Reading, Travelling, listening to music etc

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

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