

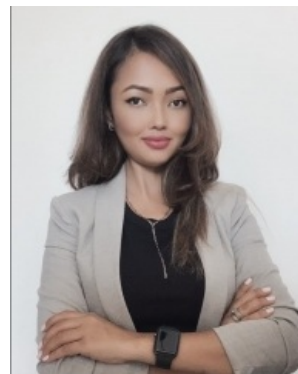
# Curriculum Vitae

**Female**

**D.O.B. 27 July 1982**

**Number of years working in industry:**

**26 years 1 month**



**Candidate ID Number:** 15319

**Nationality:** Indian

**Language Skills:**

Fluent: English, Hindi, Nepali, Sino-Tibetan, Tamil

**Permitted to work in:** India

**Position Sought:** Regional Senior Manager, Spa Director, Spa Manager, Treatment Manager / Spa Trainer

## Personal Statement

Commercially astute, a passionate wellness advocate and a committed director with over 10 years senior spa management experience in leading 5-star resort and hotel spas in The Americas, The Middle East and Asia. Focused on providing exceptional guest experiences, authentic wellness services and colleague engagement and development, my style is collaborative and entrepreneurial, taking ownership of outcomes. I'm an 'out of the box' thinker who can create solutions, action decisions quickly and establish confidence and rapport at all levels through my caring manner, thus drive teams to perform at their peak to sustain excellenc

## Employment History:

**October 2018 - Present - Spa Director** at (most recent employer hidden for confidentiality) Bangalore , India, (Day Spa)

### Duties included:

Established my own company of luxury Spa / Salons with 2 branches in Bengaluru, India.

### Products worked with:

KamaAyurveda

**November 2021 - Present - Spa Manager** at Address Beach Resort Fujairah - EMAAR, Fujairah , UAE - United Arab Emirates, (5 Star Hotel Spa)

### Duties included:

Responsible for overall spa & recreation department

**September 2020 - May 2021 - Group Managing Director** at Akalka Wellness , Andaman Nicobar islands , India, (5 Star Hotel Spa)

### Duties included:

Managing Director for Aivaan Hotels and Resorts Signature Wellness initiative with 9 planned opening locations, 2 of which were ready to launch with locations in Tamil Nadu and Andaman & Nicobar Islands. Opening, and further development was halted due to the global pandemic.

**Products worked with:**

Thalgo

Aromatherapy associates

**May 2017 - April 2018 - Spa Manager** at Galle Face Hotel SPA by L'OCCITANE, Colombo, Sri Lanka, (5 Star Hotel Spa)

**Duties included:**

Spa Manager/HOD (Pre & Post Opening) Responsibilities: Department head for the company's flagship operations in Colombo Sri Lanka at The Galle Face Hotel. I am responsible for the overall operations of the first L'OCCITANE spa opening in Sri Lanka under Sanghvi Brands Ltd and reporting to Vice President of Operation and General Manager.

**Products worked with:**

L'OCCITANE

**Career Break** - Traveling

**December 2014 - March 2016 - Spa Director** at Gansevoort Hotel Group, Grace Bay, Turks and Caicos Islands, (5 Star Hotel Spa)

**Duties included:**

Responsibilities: As Spa Director responsible for all facets of the spa operation for Gansevoort a luxury boutique hotel in Turks and Caicos Islands and being responsible for staffing, scheduling, programming and management of Therapies, Mind and Body classes, skin care, locker rooms and spa reception.

Developed policies and procedures for each area in the spa as well as for the spa operation as a whole. Coordinated in the development of job descriptions for each position. Interviewed, hired, trained and evaluated all supervisors and key staff for each area of operation. Training the staff according to the latest developments pertinent to the function of each department. Maintained a cooperative and professional work relationship with all auxiliary resort departments. Maintained salary and commissions' structure. Assisted in developing and implementing new budgets. Responsible for the budget while monitoring revenues and operating costs. Marketing and public relations to help create and present a marketable facility. Directs the promotion and maintenance of effective guest relations, Responsible for overall direction, coordination and evaluation of Spa staff. Carried out supervisory responsibilities in accordance with the organization's policies and applicable state and federal laws. Addressing complaints and resolving all guest opportunities.

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

**August 2013 - December 2014 - Group Spa Manager** at Diva Lounge Spa, Doha, Qatar, (Day Spa)

**Duties included:**

Responsibilities: Group Spa Manager for 3 branches. Responsibilities Include overall Functionality of the Spas that include Management, Setting up yearly budget, Human Resources, Financial Protocols, Training, Purchasing and maintaining retail, Public Relations and Marketing plan, Setting up targets and Goals for Team of 40 Individual Members. Worked and overlooked on the opening of our 3rd branch which is now our flagship branch with added facilities which includes an upscale fitness lounge and hair salon with luxurious amenities that are tailor made for guest comfort and making sure opening deadline was met on time set up by the owners. .

Achievements: Took Over the position in August, 2013 and within 3 Months updated the Policies and Procedures to International Norms as well as Set up New Job Descriptions for Positions which resulted in Maximizing Potential of Team Members and increase Productivity of the Spa. Targets have been achieved at a success rate of 86 % and increase in revenue by overall 18% noted. Also Set up New norms to Recognize Members and offer Benefits that promote loyalty and attracting new members through Promotions and Advertising with Major Travel Magazines in Middle East and Airlines like Qatar Airways as well as major financial corporates.

**April 2012 - December 2012 - Spa Manager** at Mandarin Oriental Hotel , Kuala Lumpur, Malaysia, (5 Star Hotel Spa)

**Duties included:**

- Setting up Marketing plans, creating Spa budget, taking responsibilities for Profit & Loss, designing attractive spa treatment menus working closely with PR team,
- Responsible for the operations of the entire Spa, Fitness and guest interaction, Maintaining Brand Standards, Managing a team of over 30 for daily operations, Training staff every week on customer approach and product knowledge, attending Department heads meeting everyday, creating development plans for the team, identifying factors that affect guest experience and re-inventing a new global service approach working with a diverse team of talented individuals.
- Review treatments and notes on Spa reservation system
- To carry out annual appraisals and regular feedback on development on all colleagues using the Mandarin Oriental Hotel Group Performance and Development System PROFILE.
- Weekly planning meeting Reading through the many essentials emails that deal regarding Spa, meetings, groups, and VIP's monthly meeting for all spa colleagues, Attend weekly department head meeting Daily department head meeting, Weekly room division meeting with department head (operational flow and discuss any issues)
- Interview and trade test for all prospective therapists for the spa
- Handling guest complaints in regards to treatments and therapists
- Stock check, Purchasing, inventory and Assist in the evaluation of current products and new product lines for professional and retail use
- Create an easy to read log of treatments that all therapists are able to perform. This is to be distributed to Spa therapists and concierge team, Weekly treatment training

**Products worked with:**

Espa, Aromatherapy Associates

**March 2011 - April 2012 - Treatment Manager / Spa Trainer** at Mandarin Oriental Hotel , Kuala Lumpur, Malaysia, (5 Star Hotel Spa)

**Duties included:**

- Responsible for the operations of the entire Spa, Fitness and guest interaction
- Review treatments and notes on Spa reservation system
- To carry out annual appraisals and regular feedback on development on all colleagues using the Mandarin Oriental Hotel Group Performance and Development System PROFILE.
- Weekly planning meeting Reading through the many essentials emails that deal regarding Spa, meetings, groups, and VIP's monthly meeting for all spa colleagues, Attend weekly department head meeting Daily department head meeting, Weekly room division meeting with department head (operational flow and discuss any issues)
- Interview and trade test for all prospective therapists for the spa
- Handling guest complaints in regards to treatments and therapists
- Stock check, Purchasing, inventory and Assist in the evaluation of current products and new product lines for professional and retail use
- Create an easy to read log of treatments that all therapists are able to perform. This is to be distributed to Spa Therapists and concierge team, Weekly treatment training

**Products worked with:**

Espa, Aromatherapy Associates

**April 2006 - December 2010 - Head Therapist** at Elbow Beach Mandarin Oriental Hotel , Bermuda, Bermuda, (5 Star Hotel Spa)

**Duties included:**

- Greeting and personally welcoming customers
- Day to day co-ordination of the SPA, working as part of a team
- Recommending and advising clients on the best treatment programmes and skin care routines to carry out at home
- Training, leading and motivating the team of beauty/massage therapists
- Communicate and delegate tasks effectively to ensure achievement of objectives and operational standards
- Acting as a team player, taking part and contributing to theme evenings, promotions and special offers
- In 2006 I performed treatment on mystery shopper Richey and spa achieved 1st prize,
- Helping treatment manager with Monthly inventories

**Products worked with:**

Espa

**December 2005 - March 2006 - Senior Therapist** at Atmosphere Day Spa , Colorada, USA - United States, (Day Spa)

**Duties included:**

Through student exchange program IEE in Colorado, United States Of America, I have received a structured training program (SPA management Training Program) to gain proficiency in the hotel, resort and hospitality industry.

In addition to attending many training courses conducted by the best instructors approved by the National Certification Board For Therapeutic Massage and Bodywork and the International Massage Association as a Category “A” education provider.

**April 2005 - November 2005 - Beauty Therapist** at Reflection hair & beauty care, Jumeirah, Dubai, UAE - United Arab Emirates, (5 Star Hotel Spa)

**Duties included:**

- Providing a full range of beauty therapy treatments
- Maintaining strict client confidentiality and dealing diplomatically with sensitive issues
- Recommending and advising clients on the best treatment programmes and skin care routines to carry out at home.
- Achieving set sales and treatment targets
- Acting as a team player, taking part and contributing to theme evenings, promotions and special offers

**December 2002 - January 2005 - Beauty Therapist** at The SPA at leverick bay and Biras creek spa relais & Chateaux, Virgin Gorda, British Virgin Islands, (5 Star Hotel Spa)

**Duties included:**

- Recommending and advising clients on the best treatment programmes and skin care routines to carry out at home
- Work on spa front desk attending calls, taking appointments
- Calculate weekly sales figures.
- Managing and monitoring stock levels.
- Designing and creating the price lists, gift vouchers and appointment cards
- Communicate and delegate tasks effectively to ensure achievement of objectives and operational standards
- Acting as a team player, taking part and contributing to theme evenings, promotions and special offers

**January 2002 - October 2002 - Beauty Therapist** at Hilton Golden palms spa and resorts, Bangalore, India, (5 Star Hotel Spa)

**Duties included:**

- Beauty & Message Therapist/hair dresser

**Responsibilities:**

- Take ownership and be responsible for ensuring all procedures,
- Providing a full range of beauty therapy treatments and Hair styles.
- Ensure the smooth day-to-day running of the department
- Monthly inventory reporting to spa director

**January 1998 - January 2002 - Spa Consultant** at Day Spa Life Style Clinic , Bangalore, India, (Day Spa)

**Duties included:**

Therapist and supervisor (Hair dresser, Beauty & Massage)

**Responsibilities:**

- Undertake and execute treatment procedures, leading by example and ensuring up to date knowledge of area at all times, providing a full range of beauty therapy treatments/hair style.
- Assist the Manager with sales and marketing activity within the department; ensuring growth is achieved with regard to awareness from the internal and external customer
- Take ownership of and be responsible for ensuring all administration procedures regarding client care are carried out including booking procedures, client payments and consultation cards

## Education and Qualifications:

### 2006 International Education Research Foundation (IERF)

Certificate

Esthetician License Certificate Colorado USA -

### 2006 India

Diploma

Beauty Therapy

### 2004 Holistic Health and Nature Cure Awareness Centre Naturopath Hospital

Certificate

Oriental Therapist (Shiatsu/Reflexology/Thai Massage)

## Product Training:

### September 2017 L'OCCITANE product knowledge and hands on Spa treatments

Pune, India

L'OCCITANE product knowledge and hands on Spa treatments

### December 2006 Espa

Bermuda

Espa Body and face product training

Other product training includes:

- DECLEOR Face/Body Treatments and product knowledge
- Dermalogica Facial treatments and product knowledge ,

Aromatherapy Associates

## Vocational Qualifications

- Microdermabrasion
- Hot Stone Therapy
- E'SPA advance Ayurveda body treatments
- Mandarin Oriental signature therapies

Note: Esthetician License Certificate in Colorado USA - International Education Research Foundation (IERF) - Member of the National Association of Credential Evaluation Services (NACES ®), a recognizing body for credentials evaluation services in the U.S.

## Hobbies and Interests

Yoga, Running, dance

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

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