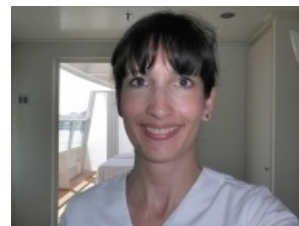


Curriculum Vitae

Female

Number of years working in industry:

19 years 2 months



Candidate ID Number: 15508

Nationality: British

Language Skills:

Fluent: English

Permitted to work in: UK - United Kingdom

Position Sought: Massage Therapist, Holistic Therapist, Complementary Therapist

Personal Statement

A well-qualified and experienced aromatherapist and massage therapist enabling clients to enjoy a luxurious, deeply relaxing and beneficial treatment. A therapist who aims to exceed client expectations by attending to every detail and working to the highest possible standard. An enthusiastic person who gets fulfillment from being part of a productive and hardworking team.

Strong organisational and communication skills, a flexible and adaptable approach and a 'give it a go' attitude. Ability to communicate on all levels, sociable, a good listener, intuitive and empathetic. Meeting new people with genuine pleasure and confidence. A natural sales woman when enthused and passionate about an idea or treatment. An energetic person with a sense of adventure, a desire to learn new things and vitality for life. An individual who feels privileged to help others.

Seeking work in international locations.

Employment History:

January 2007 - Present - Complementary Therapist at (most recent employer hidden for confidentiality)
SWINDON/OXFORD, UK - United Kingdom, (Home/Mobile)

Duties included:

- Using essential oils in a controlled and holistic way to promote and maintain health of body, mind and spirit.
- Carrying out regular client consultations to ensure most beneficial treatment for the client
- Maintaining thorough and confidential client records in line with Data Protection Act
- Successfully liaising with GPs for referrals and endorsements
- Ensuring continued professional development including study of literature, research papers, regular training and member involvement in local aromatherapy committee
- Creating a beautiful, safe, clean and tranquil environment
- Ensuring clients return for regular treatments through my dedication to giving a top quality service

Products worked with:

QUINESSENCE

April 2012 - December 2012 - Massage Therapist at STEINER, SEABOURN QUEST, (Cruise Ship)

Duties included:

- Attending ship's weekly safety drills
- Providing 6-diamond service to onboard passengers, crew and spa clientele
- Providing Elemis signature treatments Bamboo Massage, Thai Herbal Poultice Massage, Aromastone Therapy, Body Sculpting Cellulite and Colon Therapy, Exotic Lime and Ginger Salt Glow, Aroma Spa Ocean Wrap as well as Couples Massage and Deep Tissue and Swedish
- Carrying out individual consultations, enabling a personalised treatment and identifying any contra-indications
- Providing professional advice on home treatments available, requiring good product knowledge. And the desire to give ongoing help by encouraging self-help at home in addition to booking further treatments
- Working to sales and performance targets
- Cross-promoting other therapists to the benefit of the client
- Answering the phone, greeting guests, booking appointments, diary management, processing payments, maintaining the spa and assigned treatment room, organising laundry, port clean at end of every cruise and spa tours for new guests

Products worked with:

ELEMIS

April 1997 - November 2011 - SENIOR SECRETARY/PROJECT MANAGEMENT SUPPORT at HALCROW GROUP LTD, SWINDON, UK - United Kingdom, (Product Company)

Duties included:

- Earned a reputation for providing excellent customer service due to effective listening and communication, an ability to understand and learn quickly, an enthusiastic and ultra-flexible attitude and a strong value in doing a job to my best ability with attention to detail
- Headhunted to provide technical and managerial support to the company's top two major projects
- Developed processes and created systems to promote improved efficiency on projects and audits, including developing and piloting two document management systems
- Provided technical training for professional staff and peers, induction training for new recruits and supervised workplace students, managing their work and providing feedback
- Successfully carried out fee-earning work on projects, liaising with external and internal clients, resulting in excellent client satisfaction and feedback
- Published two technical intranet sites (which gained awards for content and innovation)
- Performed editor role for two electronic publications, one serving to promote use of and contribution to its intranet site, the other a general team news bulletin
- Controlled the technical equipment inventory to BSI audit standards
- Carried out first aid duties including involvement in fire drills, attending to accidents/incidents on site, completing incident forms and keeping first aid kit replenished and in date

January 2007 - June 2007 - Complementary Therapist at NEXT GENERATION SWINDON SPORTS AND FITNESS CENTRE, SWINDON, UK - United Kingdom, (Health Club)

Duties included:

- Provided on-site aromatherapy massage treatments
- Initiated and publicised promotions direct with gym members and in co-operation with Personal Trainers
- Liaised with clients, Personal Trainers and other staff and therapists

Products worked with:

QUINESSENCE

August 1995 - April 1997 - CUSTOMER SERVICES CONSULTANT at COMPLETE PRICE EYEWEAR, SWINDON, UK - United Kingdom, (Product Company)

Duties included:

- Exercised excellence in customer care, verbal communication and team working whilst providing an effective interface between opticians, residential care homes and other departments within the company
- Worked with a methodical, calm approach in a high pressure environment
- Provided a wide variety of support where needed (including modeling for company promotions) ensuring a flexible and adaptable approach and commitment to the team

January 1993 - July 1995 - PA TO DIRECTOR, HUMAN RESOURCES at RESEARCH COUNCILS, SWINDON, UK - United Kingdom, (Product Company)

Duties included:

- Provided effective PA support with ability to use own initiative whilst dealing with information of a sensitive and confidential nature

Education and Qualifications:

2013 INTERNATIONAL FEDERATION OF PROFESSIONAL AROMATHERAPISTS
MEMBERSHIP

MIFPA

2012 STEINER ACADEMY, HARROW, LONDON
CERTIFICATE

ELEMIS BODY AND AROMA SPA THERAPY

2011 ST JOHN AMBULANCE, SWINDON, UK
CERTIFICATE VALID UNTIL MAY 2014

FIRST AID AT WORK

2009 ARANUCHALA INSTITUTE, LADAKH, INDIA
CERTIFICATE

REIKI LEVELS 1-3

2008 PENNY PRICE ACADEMY OF AROMATHERAPY, HINCKLEY, UK
CERTIFICATE

SPORTS AND REMEDIAL MASSAGE

2007 DENISE TIRAN, EDUCATIONAL DIRECTOR OF EXPECTANCY LTD AT STRATFORD COLLEGE, UK
CERTIFICATE

CARING FOR PREGNANT CLIENTS

1996 THE S.E.E.D INSTITUTE, ASH, SURREY, UK
DIPLOMA IN PROFESSIONAL CLINICAL AROMATHERAPY

Product Training:

May 2012 ELEMIS
STEINER ACADEMY, HARROW, LONDON

- Bamboo Massage
- Thai Herbal Poultice Massage
- Aromastone Therapy
- Body Sculpting Cellulite and Colon Therapy
- Exotic Lime and Ginger Salt Glow

- Aroma Spa Ocean Wrap
- Deep Tissue

June 2006 PROFESSIONAL CLINICAL AROMATHERAPY

THE S.E.E.D INSTITUTE, ASH, SURREY

- The controlled and holistic use of essential oils to promote and maintain health of body, mind and spirit
- Swedish Massage
- Lymphatic Drainage
- Acupressure Points
- Facials

Vocational Qualifications

Full Driving Licence, Skid Control, First Aid, IT Skills (Microsoft Word, Excel, PowerPoint, Outlook, Adobe Acrobat, Business Collaborate, Laserfiche, Agresso, Proactis, Adobe Photoshop, Adobe Dreamweaver, HTML, Quality Assurance), Effective Communication, Presentation Skills

Hobbies and Interests

Running, dancing, pilates, swimming, mountain and fell walking (including Himalayas, Tiger Leaping Gorge, Yunnan, China and Atlas Toubkal, Morocco), camping, cooking, socialising, travel (Europe and worldwide - including driving my then young daughters as a single parent around South of France/Northern Spain, walking/camping/canoeing holidays in Scotland, Lake District and Wye Valley and non-package holidays to Tunisia and Morocco, exploring India - once on my own plus two further trips to different areas, most recently four weeks discovering Shanghai and Southern China), voluntary work

CV created at www.spastaff.com

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