

Curriculum Vitae

Male

Number of years working in industry:

17 years 9 months



Candidate ID Number: 15665

Nationality: Romanian

Language Skills:

Fluent: English

Permitted to work in: European Union

Position Sought: Spa Consultant, Regional Senior Manager, Spa Director, Spa Manager, Salon Manager, Spa Coordinator, Assistant Manager, Treatment Manager / Spa Trainer, Area Sales Representative, Retail Professional

Personal Statement

I would like to express my passion in the spa/wellness/guest satisfaction industry in a 5 star hotel contributing to its development by bringing my knowledge, experience to increase the revenue and deliver a life-time experience to our guests.

Seeking work in Dubai, UAE and Doha, Qatar, Bahrain and other international locations

Employment History:

February 2016 - Present - Account Manager at (most recent employer hidden for confidentiality) Dubai, Abu Dhabi, Oman, Qatar, Bahrain, UAE - United Arab Emirates, (Product Company)

Duties included:

- Responsibilities
- Establish productive, professional relationships with key personnel in assigned customer accounts;
- Meet assigned targets for profitable sales volume and strategic objectives in assigned accounts;
- Proactively assesses, clarifies and validates customer needs on an ongoing basis;
- Leads solution development efforts that best address customer needs;
- Achieve assigned sales quota in designated strategic accounts;
- Meet assigned expectations for profitability;
- Maintain high customer satisfaction ratings that met company;
- Work closely with the trainers and the brand manager to ensure customer satisfaction and problem resolution;
- Scheduling and conducting retail training with the delegates;
- Managing 45 revenue accounts in GCC;

Achievements

Increase overall for over 45 locations up to 40% Increased business with existing accounts by 20%+ by having new products ordered; Improve and enhanced previously damaged relationship with key customers; Successfully trained and follow up with all new employee of our accounts in GCC; Executed successful program product and treatment launches and region sales strategy;

Products worked with:

Elemis, Bliss, Dr Dennis Gross

February 2015 - January 2016 - Spa Director at Vogue Icon Beauty Center, Dubai, UAE - United Arab Emirates, (Day Spa)

Duties included:

- Responsibilities
- Maximizing all opportunities and resources for the pre-opening tasks and ensure that the highest standards are adhered to, and that guest experience exceeds expectation;
- Work closely with the Project Manager, Marketing Director in establishing and maintaining key objectives, operating criteria, programming, budgeting, staff relations, marketing and training;
- Implement spa & salon targets and daily discussing with the Spa Manager;
- Ensure that the highest standards are trained and adhered to, and that guest experience exceeds expectation;
- Ensure that the SOP for salon and spa are implemented and followed;
- Monitor standards of performance and member satisfaction and introduce measures to ensure the highest standards of quality and service;
- Provide leadership, direction and support to the employees at the Spa to develop a highly motivated team, who can deliver high standards of service in all areas;
- Analyze the business through different key performance indicators, Profit and Loss figures and statistics and use this information to identify key focus areas;
- Recruitment;

Achievements

Increase retail up to 23k aed in 3 months from opening; Increase new customers data base on monthly basis; Create retaining clientele program; Met customer service targets on a monthly basis;

Products worked with:

Elemis, Margaret Dabbs, Gentlemen Tonic, Keune, Loreal, Kevin Murphy, Sebastian

February 2014 - February 2015 - Spa Manager at Elite Resort & Spa, bahrain, Bahrain, (5 Star Hotel Spa)

Duties included:

Responsibilities

Organizing individual and group meetings with staff. Motivating the team. Offer rewards to the team members based on their performance; Conducting weekly team training and one on one training with staff; Develop team members to promote growth within the company by implementing training initiatives, personal development plans and providing continuous coaching; Ensures the sales of products are constantly maximized; Implementing an evaluation system for staff on a monthly basis and send it at the end of the month to the spa manager, executive director and managing director Implementing an incentives system for the staff; Implementing a weekly and monthly target for each staff member; Ensuring the inventory is completed end of the month and send it to accountant; Ensuring the treatment SOP are followed as per ISO standards; Ensuring the comment cards from the guests are checked and if necessary contact the guest;

Achievements

- a) Increased the retail revenue from BD 2.100 to BD 9.750 in 6 months (406%)
- b) Increased the service revenue from BD 40.000 to BD 49.000 in 6 months
- c) Increased RVG(retail volume per guest) from 2.81BD(march) to 7.26BD(September)
- d) Increased SVG (service volume per guest) from 34.56BD(march) to 36.19BD(September)
- e) Met customer service target as per ISO standards (95%)

Products worked with:

Elemis, Guinot

February 2007 - December 2012 - Spa Manager at Steiner Transocean, Miami, (Cruise Ship)

Duties included:

Responsibilities

Organizing individual and group meetings with staff. Motivating the team. Offer rewards to the team members based on their performance Conducting team training and one on one training with staff Ensures the sales of products are constantly maximized Evaluate every staff member through appraisals quarterly Supervising and ensuring retail success Develop team members to promote growth within the company by implementing training initiatives, personal development plans and providing continuous coaching Ensuring cruise line and Steiner policies and procedure are well respected Ensuring the highest level of standard are adhered to and that guest experience exceeds expectations Ensuring cruise and monthly target expectation are met/exceeded Revenue reporting each evening and weekly to the Director Spa operation, Sales Director and Revenue Supervisor Establishing cross promotions with other departments Creating spa packages and/or change spa promotions based on demographic changes Manage team problems Changed

bookings when necessary in order to maximize the spa revenue. Changed staff schedule depending on the need of the business. Organizing stock weekly and quarterly. Attending to the Hotel Director meeting and Revenue meeting weekly. Attending to the "Captains Party" to meet and greet the guests (weekly). Responsible for overseeing all aspects of the Spa, Gym, Salon.

Achievements

Increased fitness seminars attendance by 56%. Increased fitness revenue from 4k/week to 16k/week. Increased ratings from 59% to 81% on staff friendliness; Increased ratings from 45% to 60% on sales; Bringing the ships from 17th place out of 21 in the fleet up to 2nd place and maintain it (Carnival Miracle, Paradise, Spirit) and to 1st place (MS Oosterdam, Noordam, Carnival Triumph); Increasing turnover from 55k per cruise to 73k per cruise; Implementing a training plan for staff members from selling products to deliver the spa concept; Managing 27+ staff.

Products worked with:

Elemis, Bliss, La Therapie Paris

Education and Qualifications:

2011 Arcadia Fenyei School

Diploma

Reiki (I,II,III)

2008 Steiner Training Academy, Miami

Diploma

Advanced Spa Management

2007 Steiner Training Academy, London

Diploma

Spa Management

2003 Christine Valmy, Romania

Degree

- Sport massage;
- Reflexology;

2004 Steiner Training Academy

Elemis phase one & two

Greenhouse spa concept

2003 National Academy of Physical education and Sport

Sports training theory, Methodology of physical education and sport, Physiology

Kinesiology,

Product Training:

November 2008 Advanced Management Training

Miami, USA

June 2004 Elemis

London at Steiner Training Academy

Elemis swedish massage, Elemis deep tissue massage, aroma stone massage, aroma spa seaweed wrap treatment, thai poultice massage, bamboo massage, lime & ginger exfoliation, mini facials

Vocational Qualifications

IT, modelling, dancer, diving, TV host

Hobbies and Interests

sky diving, basketball, photography, video filming & editing, spirituality, spinning

CV created at www.spastaff.com

