

Curriculum Vitae

Male

D.O.B. 03 July 1980

Number of years working in industry: 1 year 7 months

Candidate ID Number: 16116

Nationality: Indian

Language Skills:

Fluent: English, Hindi, Telugu

Permitted to work in: India

Position Sought: Spa Co-ordinator, Assistant Manager, Skin Clinic Therapist, Massage Therapist, Receptionist, Area Sales Representative, Retail Professional, Membership Sales Professional

Personal Statement

Caring for people is very natural to me. Customer service has always been my biggest passion. Since i have known of the spa industry, while living in the UK, i always aspired to belong to it and haven't worked in any other profession till now. I would want to contribute my professional career to the industry of health and wellness and take care of as many people as i can, by being involved in it. Below mentioned is my heartfelt expression, of how i feel to be assosiated with massage therapy.

The sanctity in thought, of wanting to make someone feel better inspires me. Understanding human body's structure and its physiology and maneuvering its soft tissues with skill, maintaining pressure, flow and rhythm is my craft to master. The constant meticulous preparation, to provide outstanding customer service is my passion. Its my privilege to be a massage therapist.

Seeking work in India, international locations and cruise ships

Employment History:

July 2013 - September 2013 - Treatment Manager / Spa Trainer at (most recent employer hidden for confidentiality) Hyderabad, India, (Day Spa)

Duties included:

Studio11 Salon & Spa has an evolved, layered structure to compartmentalize service oriented technical training to its franchisees. Bearing in mind the Pan India presence of the brand, brand image to cater to the premium segment of the market and the layered structure to impart service oriented technical training, I was primarily responsible for creating Standard Operating Procedures for Skin and Massage services.

Products worked with:

Dermalogica

November 2012 - July 2013 - Massage Therapist at Relaxation Sutra, Hyderabad, India, (Home/Mobile)

Duties included:

Relaxation Sutra is a one man organisation, which brings relaxation massage therapy services to the doorstep of any individual, conscious of inculcating wellness in to his/her own lifestyle. Relaxation Sutra pioneers in introducing "All Natural Premium massage waxes", to free lance massage therapy segments of Hyderabad. I personally visit my customers place to provide International Relaxation Massage Therapies.

Products worked with:

Career Break - Developing the concept for mobile massage therapy business

January 2012 - May 2012 - Spa Manager at Latitudes Health Private Limited, Hyderabad, India, (Day Spa)

Duties included:

Conducting daily briefings with my staff to keep them informed of customer complaints, notifications from management and to listen to their issues to resolve them. Prepared staff schedules on a weekly basis. Mentored and motivated staff. Attended to the conflicts between staff. Supervised the spa premises regularly daily. Worked with the maintenance to get repairs done. Active involvement at the reception to monitor the effective utilisation of resources, during peak business hours. Supervising appointment bookings. Helping reception staff in case of complaints with customer appointment bookings. Trained reception and therapists on how to approach selling memberships and products. Trained reception staff on explaining the services from the menu. Actively resolved customers issues, keeping the top management informed. Interacted with guests and took them on spa tours. Daily reported the closing sales figures to the financial department. Procured a lot of required stuff to replace older ones by getting the approvals from the top management. Constantly worked on improving sales. Worked with the marketing manager in devising marketing strategies. Hired new staff. Managed the inventory.

Products worked with:

Dermalogica, but i was not given any specific training in the product.

Career Break - I took a break for family reasons. when i could work again, i worked as a freelance mobile relaxation massage therapist, till now.

November 2010 - April 2011 - Spa Management Trainee at Latitudes Health Private Limited, Hyderabad, India, (Day Spa)

Duties included:

Managed the complete reception duties. Attended guests. Took them on spa tours, explained services menu to them. Sold memberships and products, at the reception. Undertook staff briefings. Motivated staff. Inventory management. Worked towards sales targets.

Products worked with:

Dermalogica, but did not receive any formal training in the product.

Career Break - Took a break for completing a certification. Got married during the same time and later tried setting up my own business.

Education and Qualifications:

2013

Heartworks Lomi Lomi from Quiet Healing Center, Auroville

Heartworks Lomi Lomi (Hawaiian Massage)

2010 Ananda Spa Institute

CIBTAC Diploma in Body Therapy, Body Massage, Body Electrical Treatments, and Anatomy and Physiology. (July 2010)

Spa Therapy diploma (Sep 2010)

CIBTAC Diploma in Aesthetic Treatments (Sep 2011)

2009 University of Wales, Newport

Post Graduate Diploma in Business Administration.

Product Training:

August 2013 **Dermalogica**

Hina Khan, Mumbai

Dermalogica Face mapping Skin Analysis, Dermalogica Retail Products (Theory), Dermalogica Professional Products (Theory and Practicals)

Vocational Qualifications

Post Graduate Diploma in Business Administration from University of Wales, Newport.

I can comfortably manage working on MS Word. Not very fluent at the moment with MS Excel, but i am working on it. Internet browsing is not at all a problem.

Hobbies and Interests

I love cooking for people. I am very confident in cooking Indian curries and biryani or pulao rice. I love watching documentaries. A fond lover of nature. I love going to the beach.

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