

# Curriculum Vitae

Male

D.O.B. 21 October 1991

Number of years working in industry:

11 years 5 months



**Candidate ID Number:** 164105

**Nationality:** Indian

**Language Skills:**

Fluent: English, Hindi

**Permitted to work in:** India

**Position Sought:** Regional Senior Manager, Spa Director, Spa Manager, Salon Manager, Assistant Manager, Area Sales Representative, Retail Professional

## Personal Statement

Highly motivated and results-oriented customer service professional with over 10 years of experience in delivering top-tier support to clients across diverse industries. Possessing a strong dedication to customer service and customer excellence. Proficient store manager, skilled in customer service, customer retention, inventory management, team management, staff development, multi store management and implementing strategic initiatives to optimize store performance. Proven ability to cultivate a positive work environment and drive continuous improvement.

Seeking work in international locations

## Employment History:

**December 2022 - April 2024 - Regional Senior Manager** at (most recent employer hidden for confidentiality)  
Mumbai, India, (High Street Salon)

### Duties included:

Interview, hire and train salon staff in procedure, policy and health regulations. Resolve customer complaints and provide solutions to staff disputes.

Manage inventory products by maintaining records of stock quantities on hand and ordering replacement items.

Advertising and promoting services, offers, and discounts via social media.

Arranging and managing the stores employee's work schedules, considering seasonality for occasions and peak times.

Resolve customer complaints and provide solutions to staff disputes.

Account for and report profits and expenses of the stores.

Organize marketing and training of employees for all stores.

Oversaw the operations of five stores within the designated area, including sales performance, staffing, inventory management, and customer service.

Developed and implemented sales strategies and promotional initiatives to drive revenue growth and meet company objectives.

Conducted regular store visits to provide guidance, support, and feedback to store managers and teams, ensuring alignment with company goals and standards.

Collaborated with cross-functional teams to execute regional initiatives, resolve operational issues, and capitalize on market opportunities.

**Products worked with:**

Kerastase, Loreal, Olaplex, Kevin Murphy, Davines, Perron Rigot, Dermalogica, Thalgo, Moroccon Oil, Wella, Lycon, Mac, Nashi, MK Botox, Copacabbana, Botox

**December 2019 - December 2022 - Salon Manager** at JCB Salons Pvt Ltd, Mumbai, India, (High Street Salon)

**Duties included:**

Oversaw all aspects of store operations, including sales, inventory management, staffing, and customer service.

Developed and executed sales strategies and promotional initiatives, resulting in a 20% increase in revenue within 90 days.

Implemented training programs to enhance staff product knowledge and customer service skills, leading to improved customer satisfaction scores.

Conducted regular performance evaluations and provided constructive feedback to team members to drive individual and team performance.

Resolve customer complaints and provide solutions to staff disputes. Manage inventory by maintaining records of stock quantities on hand and ordering replacement items.

Resolve customer complaints and provide solutions to staff disputes. Account for and report profits and expenses of the store.

**Products worked with:**

Kerastase, Loreal, Olaplex, Kevin Murphy, Davines, Perron Rigot, Dermalogica, Thalgo, Moroccon Oil, Wella, Lycon, Mac, Nashi, MK Botox, Copacabbana, Botox

**November 2016 - November 2019 - Salon Manager** at AVP Enterprises, Mumbai, India, (High Street Salon)

**Duties included:**

Oversaw all aspects of store operations, including sales, inventory management, staffing, and customer service.

Developed and executed sales strategies and promotional initiatives, resulting in a 20% increase in revenue within 90 days.

Implemented training programs to enhance staff product knowledge and customer service skills, leading to improved customer satisfaction scores.

Conducted regular performance evaluations and provided constructive feedback to team members to drive individual and team performance.

Resolve customer complaints and provide solutions to staff disputes. Manage inventory by maintaining records of stock quantities on hand and ordering replacement items.

Resolve customer complaints and provide solutions to staff disputes. Account for and report profits and expenses of the store.

**Products worked with:**

Kerastase, Loreal, Olaplex, Kevin Murphy, Davines, Perron Rigot, Dermalogica, Thalgo, Moroccon Oil, Wella, Lycon, Mac, Nashi, MK Botox, Copacabbana, Botox

**February 2015 - October 2016 - Assistant Manager** at JCB Salons Pvt Ltd, Mumbai, India, (High Street Salon)

**Duties included:**

Managing the front desk and the Salon and Spa.

Making and scheduling the duty roster for staff booking appointments for clients and making sure exceptional service is delivered.

Management of Salon inventory and stock management. Undergoing different trainings for product knowledge.

Ensuring targets are met and following brand standards of the company and daily sales are done for target

achievement, service and products

**Products worked with:**

Kerastase, Loreal, Olaplex, Kevin Murphy, Davines, Perron Rigot, Dermalogica, Thalgo, Moroccon Oil, Wella, Lycon, Mac, Nashi, MK Botox, Copacabbana, Botox

**June 2014 - December 2014 - Receptionist** at Marriott International , Dubai, UAE - United Arab Emirates, (5 Star Hotel Spa)

**Duties included:**

- Performing complete check-in and check-out procedures for all guests at the reception.
- Addressing complaints, recording feedback, arranging transportation, providing assistance to the bell desk for ensuring smooth guest experiences at the hotel.
- Performing all cashiering functions along with currency exchange.
- Scheduling rooms and assigning rooms for VIP arrivals, arranging amenities for daily arrivals, occasions and enrolment of guests into the company's loyalty program.
- Performing audit checks during check of credit limit, rate variance and balancing micros with systems.
- Providing exceptional customer service and hospitality to all guests.
- Co-ordination with the reservations team for ensuring successful bookings to further facilitate smoother check-in procedures and prepare for VIP arrivals and departures.

**Products worked with:**

N/A

**June 2012 - May 2014 - Receptionist** at Taj Hotels Resorts and Palaces, Mumbai, India, (5 Star Hotel Spa)

**Duties included:**

- Greeted guests warmly upon arrival, assisting with check-in procedures and providing information about hotel amenities and services.
- Managed reservations and room assignments, ensuring accuracy and efficiency in the booking process.
- Handled guest inquiries and requests promptly, offering recommendations for local attractions, restaurants, and transportation options.
- Resolved guest complaints and concerns in a timely and professional manner, taking appropriate action to ensure guest satisfaction.
- Responded to guest enquiries via phone and email, providing information about hotel rates, availability, and amenities.
- Collaborated with housekeeping and maintenance staff to ensure rooms were clean and ready for guest occupancy.
- Maintained a clean and organized front desk area, including stocking supplies and promotional materials.
- Providing exceptional customer service and hospitality to all guests.
- Co-ordination with the reservations team for ensuring successful bookings to further facilitate smoother check-in procedures and prepare for VIP arrivals and departures.

**Products worked with:**

N/A

**Education and Qualifications:**

**2024**  
**2014 William Carey University**

MBA

Masters of Business Administration- Marketing

**2014 William Carey University**

MBA

Masters of Business Administration- Marketing

**2012 University of Mumbai**

B.Com

Bachelors of Commerce- Accounting

## **Vocational Qualifications**

### Skills

Delivering top notch customer service.

Excellent interpersonal and customer service skills.

Dedication to provide a high-quality service experience.

PC based skills (Microsoft Word/Excel /E-mail/powerpoint, pos)

Native language- English. Fluent in both spoken and written English.

Conversational language- Hindi.

Willingness to work in a shift environment.

Providing exceptional assistance services to customers.

Able to provide an exceptional hospitality experience.

Team player.

Solution oriented.

Able to cope up with a demanding work schedule.

Professional visionary.

Comfortable to work irregular hours and on a roster.

Positive, confident, flexible and friendly.

Can adapt to new people, new places and new situations.

Used to a fast-paced and changing environment.

Excellent personal presentation, style and image.

Passion for customer service and an ability to work as part of a multicultural team.

Conflict resolution skills Excellent communication skills.

Store Management

Team Management

Operations Management Budget and Inventory Management

Multi Store Management

Opera Software

## **Hobbies and Interests**

Hobbies

Travelling

Reading

Adventure Sports

Meeting new people

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

