

Curriculum Vitae

Female

D.O.B. 10 April 1984

Number of years working in industry: 7 years 2 months

Candidate ID Number: 167352

Nationality: Trinidadian or Tobagonian

Language Skills:

Fluent: English

Basic: German

Permitted to work in: Trinidad and Tobago

Position Sought: Spa Manager, Assistant Manager, Head Therapist, Treatment Manager / Spa Trainer, Senior Therapist, Beauty Therapist

Personal Statement

My focus is to bring the best training and experience I have to the company, also to further my career and be the best employee there is. Putting the customer needs and concerns first

Seeking work in international locations and cruise ships

Employment History:

March 2023 - Present - Beauty Therapist at (most recent employer hidden for confidentiality) Cruise ship , (Cruise Ship)

Duties included:

- Performed reception duties which involved making spa appointments, answering guest concerns and questions, opening and closing duties, and general housekeeping.
- Greeting guests as they enter the spa
- Performing all Beauty and body treatments such as specialized facials, detox massages as well as Swedish massages, nail services, and waxing services.
- Assisted in Inventory upkeep, sanitation logs for rooms and equipment.
- Maintained up to date training of treatment protocols, and product knowledge.
- Processed guest payment through a specialized point-of-sale system.
- Conducted skin care seminars once or twice in a 14 day cruise.

Products worked with:

- Elemis
- Sothy's
- Care of Gerd
- La therapy
- Voya
- Hydra facial

Career Break - Training - industry-related

March 2021 - January 2023 - Retail Professional at Harding Retail, Britannia Cruises, (5 Star Hotel Spa)

Duties included:

- Greeting guests as they enter the spa
- Performed all functions regarding receiving stock, and housekeeping-related tasks.

- Engaged with customers enthusiastically to drive sales.
- Processed credit payments as a cashier, using point-of-sale (POS) systems
- Assisted customers with fashion, Costume Jewellery, Liquor and Tobacco, Beauty Products, Fragrance and Designer products.
- Maintained up-to-date product knowledge by participating in product and vendor training.
- Ensured a clean work area while processing item stock and completing mark downs.
- Advising and assisting customers.
- Handling complaints or forwarding serious issues to the manager on duty.
- Replenishing the supply of stock on the shelves.

April 2014 - September 2016 - Beauty Specialist/Cosmetics at Celebrity Cruises, Cruise ship, (5 Star Hotel Spa)

Duties included:

- Performed skin analysis on guest to determine what the right products are for their skin type
- Performed regular facials as well as specialty treatments.
- Prepared presentation/demonstrations on different product lines (La therapy, voya, and Derma concepts) each cruise.
- Performed makeup seminars to teach guest how to apply their makeup and also to treat their skin after make-up.
- Prepared Inventory of all skin care products.
- Assisted in Training for my team members on the different product lines.
- Performing transactions for guest and handling any complaints.
- Opening and closing duties.
- Achieved skin care/cosmetic retail sale targets of \$8,000 U.S. AS A SKIN Care Specialist/ Cosmetic Specialist in a period of 14 days

Education and Qualifications:

2012 Elmcrest college

Degree

Spa management

Product Training:

January 2012 La therapy and elemis

Elmcrest college of applied science Toronto

Elemis

Vocational Qualifications

Dancing

Hobbies and Interests

Dancing

CV created at www.spastaff.com

