

# **Curriculum Vitae**

**Female**

**D.O.B. 20 July 1988**

**Number of years working in industry: 17 years 4 months**

**Candidate ID Number:** 16998

**Nationality:** British

**Language Skills:**

Fluent: English

**Permitted to work in:** UK - United Kingdom

**Position Sought:** Regional Senior Manager, Spa Director, Spa Manager, Salon Manager

## **Personal Statement**

I am a hardworking and honest individual who works well on her own or as part of a team, I have excellent team leading skills and am experienced in the training of staff. I can make decisions and take action when required. I Am a good listener and follow instructions and do what has to be done to get the job done. I like to lead by example and strive to achieve my goals I set in life. I always enjoy furthering and learning new skills in the industry and like to keep up to date with current trends.

In my spare time I enjoy spending time with my family and also like attending fashion events in the Uk, and when time permits socialising with friends.

Seeking work in North England

## **Employment History:**

**April 2010 - Present - Salon Manager** at (most recent employer hidden for confidentiality) Cumbria, UK - United Kingdom, (Day Spa)

### **Duties included:**

- Salon owner/manager in Lake District beauty salon managing teams of up to 8 staff (including employed and self employed), running multiple establishments and out of salon functions.
- Team management- Managing a team setting KPI's and ensuring the team delivers on their targets, running constant staff development and training classes as well as holding meetings to discuss client expansion base. Training and mentoring of apprentices within salon and colleges
- Sales- Setting myself and staff KPI's sales targets to increase revenue within the business, as I am a sales driven therapist that drives to set an example for staff. Teaching staff that upsell is an extremely important part of their role for businesses to succeed.
- Events: London Fashion Week/ The Clothes Show Live- working as part of a team providing beauty treatments backstage for models and celebrities; also networking and developing relationships with the industries top experts. Organising my own events out in the field to attract new customer base and build client business relationships and build on the brand name.
- Experience of building up a vast client base ranging from commercial businesses to the general public and also using various marketing ideas to draw in a constant new stream of clientele.
- PR/Marketing- experienced and competent in using all types of marketing methods including writing press releases, radio, local and national press, social media, blogs for magazines and have contributed to social media campaigns for national companies.
- Presenting business plans to boards of company directors to achieve grants and awards and business mentors
- Business mentor from a prestigious national company

- Constantly meeting sales representatives and networking in the industry to keep up to date with trends and products, building excellent working relationships with suppliers, and keeping an open mind to working with new methods and techniques, always using new and imaginative ideas to achieve targets
- Ability to keep accurate records and forward plan for the year ahead E.g PR and Marketing/training plans.
- Passion towards ant brands/product that use/sell. Up to date training with full knowledge on the products I use and retail
- Been a Dermalogica Expert skin analysis is an important part of this and been able to adapt to use with different products and brands upon training and knowledge of other brands.

Accounts management- signing up corporate businesses to accounts on a staff reward scheme for treatments within the business, building a strong customer relationship for on going sales.

#### **Products worked with:**

Dermalogica, OPI, Jessica, Mii cosmetics, St.tropez, Shrinking Violet, Universal Contour Wrap, Diamond Touch

**October 2008 - April 2010 - Senior Therapist** at The Netherwood Hotel and Spa, Cumbria, UK - United Kingdom, (Hotel Spa)

#### **Duties included:**

Self Employed therapist- managing bookings and spa reception

- training staff in areas of work
- temporary spa manager (sick leave)
- ensuring customer satisfaction and rebookings for locals
- upsell of treatments and products for all clients
- constant ongoing training

#### **Products worked with:**

Dermalogica, St.Tropez, Jessica,

**Career Break - Training - industry-related**

#### **Education and Qualifications:**

##### **2008 Lancaster and Morecambe College**

NVQ levels 2 and 3

Aromatherapy

Indian head massage

Swedish Massage

Reflexology

Threading

Lava Shell Massage

Hot Stone Massage

Body wraps

Make up

Eye Treatments

Facials

Manicures

Pedicures

Waxing

## **Product Training:**

### **July 2008 Dermalogica Expert**

Lancaster and Morcambe College

Dermalogica Expert training and Body Therapy

Fake bake Taning spray and hand application

Lava Shell Massage

Hot Stone massage

Threading

Universal Contour Wrap

## **Vocational Qualifications**

IT Skills

## **Hobbies and Interests**

Pilates

Horse Riding

Reading

Neworking

Hiking

Cycling

Swimming

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