

Curriculum Vitae

Female

D.O.B. 24 August 1981

Number of years working in industry:

12 years 5 months



Candidate ID Number: 171812

Nationality: Russian, British

Language Skills:

Fluent: English, German, Russian

Permitted to work in: UK - United Kingdom, Russia

Position Sought: Regional Senior Manager, Spa Director, Spa Manager, Salon Manager, Spa Co-ordinator, Assistant Manager

Personal Statement

Highly motivated professional with a strong background in wellness and luxury services, I bring over 10 years of expertise in managing day-to-day SPA operations, customer relations, and team leadership. Proven ability to deliver exceptional service, optimise business performance, and foster a welcoming atmosphere that enhances customer experiences. Skilled in recruiting, training, and leading cross-functional teams, I have a passion for creating high-quality memorable SPA environments that align with company standards

Seeking work in national locations

Employment History:

March 2024 - Present - Assistant Manager at (most recent employer hidden for confidentiality) London, UK - United Kingdom, (High Street Salon)

Duties included:

- Responsible for safe, smooth and compliant day-to-day operations
- Managed stock to maintain an optimal and cohesive product range
- Established and managed company customer service programs
- Created excellent relationships with other local retailers and businesses

Recruited and trained sales assistants, enhancing their skills and driving improved performance

September 2013 - March 2024 - Spa Director at London Floatation Centre, London, UK - United Kingdom, (Day Spa)

Duties included:

- Strategically planned and executed company business goals
- Managed wellness centre team, ensuring smooth day-to-day operation of all facilities, including treatment rooms, floatation tanks and reception area
- Maximised client retention rates

- Fostered a welcoming environment that ensured an exceptional customer experience
- Maintained outstanding customer relationships in B2C environment
- Took ownership of all aspects of the recruitment process, including role profiling, sourcing therapists and receptionists, CV screening, assessment planning, creating interview scripts and conducting interviews
- Hired and trained 25 receptionists and therapists

Supervised team of 5 employees

Education and Qualifications:

2003 Saint-Petersburg State University of Finance and Economics

Degree: Master of Economics (Marketing)

Marketing

Vocational Qualifications

Quality Assurance Manual and Automation

Hobbies and Interests

Passionate about books, theatre, art, galleries, board games, hiking, swimming and pilates

CV created at www.spastaff.com

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