

# 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](http://www.spastaff.com)

