

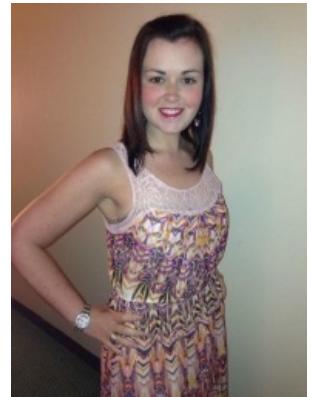
Curriculum Vitae

Female

D.O.B. 18 June 1985

Number of years working in industry:

19 years 0 months



Candidate ID Number: 17401

Nationality: British

Language Skills:

Fluent: English

Basic: German, Spanish, French

Permitted to work in: UK - United Kingdom

Position Sought: Head Therapist, Senior Therapist, Beauty Therapist, Massage Therapist

Personal Statement

I am a conscientious and knowledgeable Beauty Therapist and Spa Manager who is very much a people person and I have thrived on working in a busy spa or salon environment. I work well as part of a team as well as on my own making me an approachable and friendly person who can lead a team and be relied upon in every way. I have 7 year's beauty and spa experience which has helped me progress and excel in all treatments I deliver progressing and being successful in my 9 months at a management and at supervisory level also. I have taken great pride in consistently delivering 5* service to all guests and clients i have had the pleasure in treating, my career has fortunately allowed me to travel to many part of the world doing so, my goal is to continue doing this whilst gaining as much industry as well as life experience as possible while meeting and experiencing a range of different people and cultures

Seeking work in international locations

Employment History:

October 2014 - Present - Receptionist at (most recent employer hidden for confidentiality) Guest Relations, (Cruise Ship)

Duties included:

Receptionist within guest services department on board one of the smaller ships within the 6* cruise line Seabourn accommodating 200 guests, dealing with mostly American, British and Australian guests however we do have guests from Europe and all over the world.

Responsibilities/Achievements

Dealing with guests face to face at front desk as well as corresponding with them to their suites, guests come to us with any problems, concerns and issues, I also deal with foreign exchange, cash handling, printing for all departments on board, account discrepancies, cruise preparation, internet queries and help to resolve all guest issues by co-ordinating with all departments on board.

April 2014 - October 2014 - Beauty Therapist at Self Employed, Glasgow, UK - United Kingdom, (Home/Mobile)

Duties included:

On returning from Bermuda have been working mobile treating existing clients from being previously self-employed, I wanted to take some time to consider the next step in my career staying within the beauty and spa industry focusing on customer service roles where I can make the most of my skills and knowledge in the industry to give my clients a truly memorable experience.

Responsibilities/Achievements:

I have been working one to one with existing clients, going to their homes to deliver treatments, this position required me to be flexible in my work pattern to suit my clients schedule as often evenings were required, I had to be reliable and professional arriving on time and delivering an excellent service, working alone I was responsible for my reputation, management of time and ensuring I made the most of my skills and knowledge with every client I treat.

Products worked with:

Jessica, NSI, Darphin, Thalgo, Sun Laboratories Tan

June 2013 - April 2014 - Beauty Therapist at Fairmont Willowstream Spa, Southampton, Bermuda, (5 Star Hotel Spa)

Duties included:

Full time Beauty Therapist in a 5* Hotel, Spa and Golf Resort on the Island of Bermuda. Hotel is largest on the island boasting 593 rooms and suites, the spa has 15 treatment rooms, we offer a full range of spa and beauty treatments to many American and British guests as well as locals.

Responsibilities/Achievements:

Delivering a range of services from Massages, Body Treatments, Kerstin Florian Facials, Manicures and Pedicures using OPI. Working in a team of about 30 therapists from many different nationalities so team work and communication is essential. I have received excellent training in this position in order to deliver my treatments to Fairmont standard and keep all therapists consistent in delivering 5* service.

August 2012 - December 2012 - Beauty Therapist at Beauty and Holistic Therapise by Elaine, West Kilbride, UK - United Kingdom, (High Street Salon)

Duties included:

I was a beauty therapist in a small local salon, we offered a range of services from massage, facials, nails, waxing etc. we did mostly beauty treatments however we did get some massage and facial clients. My manager was happy to on occasion leave me in the salon on my own as it was her business and only myself employed so I have proven to be reliable, trustworthy, professional and hard working. I managed to build up a regular clientele who came in on a regular basis for treatments. I also had to keep the salon clean and tidy, help with promotions, do end of day cashing up and corresponding with our clients.

Products worked with:

Priori, CACI, Jessica, Geleration, PHD Waxing

June 2011 - May 2012 - Spa Manager at Steiner, Seabourn Legend and Spirit, Adriatic Sea Malaysia and Indonesia Mediterranean, Middle East, (Cruise Ship)

Duties included:

I have successfully completed 2 contracts on board Seabourn working for Steiner, one 10 month contract and the second a 7 month contract. I specialised in a body electrical treatment which focused on cellulite and detox called Ionithermie as well as doing mostly massage. I did 7 months on one vessel as Ionitherapist and massage therapist and then was promoted in the last 3 months of my contract to Spa Manager. My second contract I was working Spa Manager and also continued in Ionithermie and Massage. I had the responsibility of the spa and the team on board, I had to lead and motivate the team in order to reach our targets and goals, provide on board training and team building sessions on treatments, retail, consultation etc, decide and plan cruises with daily specials and incentives for our guests, plan the staff rota, stock order and rotation, deal with the end of day and end of cruise figures and the teams wages. The overall running, cleaning and maintenance of the spa was my responsibility.

Products worked with:

Elemis, Ionithermie

October 2010 - June 2011 - Beauty Therapist at Steiner, Seabourn Legend, Caribbean and Mediterranean, (Cruise Ship)

Duties included:

I have successfully completed 2 contracts on board Seabourn working for Steiner, one 10 month contract and the second a 7 month contract. I specialised in a body electrical treatment which focused on cellulite and detox called Ionithermie as well as doing mostly massage. I did 7 months on one vessel as Ionitherapist and massage therapist and then was promoted in the last 3 months of my contract to Spa Manager. My second contract I was working Spa Manager and also continued in Ionithermie and Massage. As therapist I assisted the manager with stock order and rotation, dealt with the end of day figures and cashing up, cleaned and maintained the spa on a daily basis and during each cruise. I proved the necessary skills which led to my promotion as manager and transfer to another vessel through being reliable, hard working and positive throughout my contracts.

Products worked with:

Elemis, Ionithermie

July 2010 - October 2010 - Beauty Therapist at Marhall Golf and Spa Resort, Bishopton, UK - United Kingdom, (5 Star Hotel Spa)

Duties included:

I was a spa and beauty therapist in the Aveda Spa at Marhall hotel, working in a team of about 8 girls, we offered a range of treatments from massage, facials, nails, tanning, waxing, body wraps etc. I worked here for a short period of time as I knew I was going to work for Steiner and had not worked in the spa environment for about a year so wanted to get back to working in the spa and doing spa treatments. This position was part time and on a flexible basis where I worked varied shifts whenever they needed me to prove my reliability and flexibility. This was a great position to work in the hotel and leisure side of the industry as well and I gained a lot of knowledge and experience that has since helped me working in a hotel environment on board the ships.

Products worked with:

Aveda, Jessica, Fake Bake

June 2009 - October 2010 - Beauty Therapist at Perfect Touch Nails and Beauty, Stewarton, UK - United Kingdom, (Home/Mobile)

Duties included:

I started my own mobile beauty business in June 2009 as I already had a regular clientele that I was finding difficult to treat while also working full time in my spa position. I was very successful in building a larger clientele where I go to people's homes and deliver professional and luxurious beauty treatments in the comfort of their own home. I carried out mostly, nails, spray tanning, waxing, tinting, facials and massage and as I am willing to work to suit my client's schedules I made myself available during the day but also in the evenings. I found my previous employments gave me the knowledge on how to promote and advertise my new business locally but also further afield. My clients received a five star service with exceptional skills and reliability.

Products worked with:

Jessica, NSI, Darphin, Thalgo, Sun Laboratories Tan

March 2008 - June 2009 - Senior Therapist at 15 Royal Terrace Day Spa, Glasgow, UK - United Kingdom, (Day Spa)

Duties included:

I was a full time Senior Therapist in a newly opened Day Spa in the heart of Glasgow, offering a range of treatments from; massage, facials, waxing, nails, tinting, tanning and body wraps. I contributed in getting the new business up and running successfully and building up a regular clientele who regularly attend the spa. I have been involved in promotions to let people know who we were and what we offered. I had to work well in a team as well as performing most treatments on my own.

Products worked with:

Thalgo, Jane Iredale, Jessica, NSI, ST Tropez

July 2006 - March 2008 - Beauty Therapist at Rainbow Room International, Glasgow, UK - United Kingdom, (Day

Spa)

Duties included:

I was a full time Beauty Therapist within a well-known Glasgow salon and spa. I gained a great deal of first-hand experience here as well as training in Darphin, St Tropez, Jessica, Hot Stones and Reiki. I carried out a great deal of treatments such as massage, facials, nails, waxing and tanning. I received two awards at the annual company awards ceremony for carrying out the most treatments in the last 6 months of 2007 and for self-improvement throughout 2007. This position gave me valuable knowledge and experience to further my career on to what it is now. I was also promoted in my first year to Senior Therapist, this position gave me a chance to excel at my new level.

Products worked with:

Darphin, Jessica, St Tropez, TIGI

May 2006 - July 2006 - Beauty Therapist at Salon by Regis, Glasgow, UK - United Kingdom, (High Street Store)

Duties included:

I was a part time beauty therapist within a busy city centre hair and beauty salon. This position was created for myself as I couldn't work full time as I was not yet fully qualified but the manager was impressed with my abilities and so employed me on a part time basis. This gave me some excellent experience in a salon environment and in carrying out all treatments from waxing, facials, manicures, pedicures and tinting while finishing my beauty training at college. It enabled me to develop my skills in the beauty industry and allowed me to work with clients who attend Glasgow salons making me well prepared for my first full time beauty position.

Products worked with:

Guinot, Creative Nails

Education and Qualifications:

2006 Central College Of Commerce, Glasgow

Higher National Diploma

Beauty Therapy, Includes; Swedish Massage, Aromatherapy, Manicure, Pedicure, Facials, Body and Facial Electrical, Facial Manual and Body Manual, Make Up, Epilation, Depilation

2004 Glasgow College of Food Technology

Higher National Certificate

Events Management

2003 Stewarton Academy

Highers 6 All grade C, English, French, German, Biology, Religious Studies, Health and Food Technology

Standard Grades 8 Grade 1, French, German, Biology

Grade 2, English, Home Economics, Administration

Grade 3, Maths

Grade 4, Geography

Product Training:

June 2013 Kerstin Florian Facials

Willow Stream Spa, Fairmont Bermuda

Customised Deep Cleansing Facial, Aromatherapy Facial, Gents Facial

November 2010 Ionithermie

Steiner, The Lodge, London

Ionithermie treatment.

April 2010 Threading

Beauty School of Scotland NSI Hillington, Glasgow

Trained in 2 techniques of threading.

May 2009 Sun Laboratories

Beauty School of Scotland NSI Hillington, Glasgow

Application of spray tan, products and preparation for tanning treatment and homecare and aftercare guidance.

July 2008 Thalgo

Hillington

Body Wraps, scrubs, Hot Stone Massage Facials using algae, Indocean body treatments, product knowledge.

April 2008 Fake Bake

Coatbridge

Manual application and spray application of tan as well as products, homecare and after care guidance and preparation for tanning treatment.

August 2007 Reiki 1st, 2nd and 3rd Degrees

Glasgow, by Reiki Master provided by Rainbow Room

Trained in 1st 2nd and 3rd degree Reiki to offer as treatment to clients as well as an add on or to incorporate within treatments.

April 2007 NSI Balance Gel Nails System

Beauty School of Scotland NSI Hillington Glasgow

Application of Gel Nail extensions.

October 2006 Jessica

Langs Hotel Glasgow

Jessica Manicure and Pedicure and product knowledge.

August 2006 St Tropez Tanning

Rainbow Room and 15 Royal Terrace in house by trainer who came to salon, both in Glasgow

Trained in manual application and spray application of tan, also trained in preparation for tanning treatment and aftercare and homecare guidance and product knowledge.

August 2006 Ellisons Hot Stones Massage

Beauty School Of Scotland NSI Hillington, Glasgow

Hot Stones massage for the fully body.

May 2006 Darphin

Coatbridge College

Facial Training on basic facials and Spa treatments on body wraps, scrubs and massage and product knowledge.

January 2005 Creative Acrylic Nails

Fingertips Salon, Fiona Wallace, Glasgow

Foundation course on the application of Acrylic Nails, Tips and Sculptured nails.

Vocational Qualifications

TEFL 120 Hours, experience with Microsoft Outlook, Word and Excel

Hobbies and Interests

Travel, cinema, music, reading

