

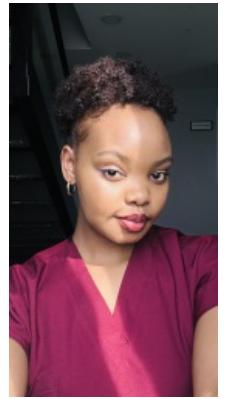
# Curriculum Vitae

Female

D.O.B. 18 July 2000

Number of years working in industry:

2 years 9 months



**Candidate ID Number:** 177034

**Nationality:** Kenyan

**Language Skills:**

Fluent: English

Good: Turkish

Basic: Spanish, French

**Permitted to work in:** Kenya

**Position Sought:** Spa Consultant, Massage Therapist, Area Sales Representative

## Personal Statement

A dedicated and customer-oriented professional with a Diploma in Travel and Tourism and over five years of diverse experience in customer care, massage therapy, and administrative roles. I have demonstrated the ability to provide exceptional client experiences, manage appointments, and handle customer inquiries with professionalism and efficiency. Skilled in delivering services, maintaining high standards of hygiene and organization, and working collaboratively with teams to enhance client satisfaction. Adept at multitasking in fast-paced environments, with a strong commitment to upholding company policies and ensuring a welcoming and serene atmosphere for clients.

Seeking work in international locations

## Employment History:

**March 2022 - December 2024 - Massage Therapist / Customer Care Attendant** at (most recent employer hidden for confidentiality) Tekirdağ, Turkey, (5 Star Hotel Spa)

**Duties included:**

- Performed a variety of massage techniques tailored to each client's needs and preferences.
- Consulted with clients to understand their specific requirements and preferences to customize their massage experience effectively.
- Ensured all massage rooms and equipment are sanitized and prepared before and after each session, adhering to strict hygiene standards.
- Provided a warm and professional welcome to clients as they enter the spa, ensuring they feel comfortable and relaxed.
- Managed the spa's appointment calendar, book sessions, and handle any scheduling changes or cancellations efficiently.
- Assisted clients with initial paperwork, including health questionnaires, and ensure all relevant information is accurately recorded before treatments.
- Responded to phone calls, emails, and in-person inquiries about services, pricing, promotions, and other spa-related questions.
- Processed payments, issue receipts, and manage cash and credit transactions accurately.
- Ensured the spa environment is serene, with soft lighting, calming music, and aromatherapy to enhance the client's relaxation experience.
- Provided information about and sell spa products, such as skincare or wellness items, recommending products based on client needs.
- Gathered feedback from clients about their experience and address any concerns or complaints promptly and professionally.
- Worked closely with other spa professionals to ensure a seamless and cohesive client experience.

## **Education and Qualifications:**

### **2024 Trained in house Element spa Certified**

- Diploma
- Sports massage
- Deep tissue massage
- Physiotherapy

### **2024 Trained in house Element spa Turkey**

- Certificate
- Sports massage
- deep tissue massage
- physiotherapy
- aromatherapy
- reflexology

### **2024 Trained in house Element spa, Tekirdağ Turkey**

- Certificate
- Customer service
- aromatherapy
- deep tissue
- reflexology
- sports massage
- thai massage
- acupuncture
- physiotherapy

### **2020 Zetech college**

- Diploma in travel and tourism IATA
- Certificate in massage therapy

### **2020 Zetech college**

- Diploma travel and tourism IATA
- Certificate in massage therapy and training

## **Vocational Qualifications**

- Sales
- customer service
- merchandising
- product promotion

## **Hobbies and Interests**

- Cooking
- photography
- Dance

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