

# Curriculum Vitae

**Female**

**D.O.B. 29 April 1985**

**Number of years working in industry:**

**7 years 2 months**



**Candidate ID Number:** 17891

**Nationality:** British

**Language Skills:**

Fluent: English

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

**Position Sought:** Spa Consultant, Salon Manager, Assistant Manager, Beauty Therapist, Massage Therapist, Nail Technician, Area Sales Representative, Retail Professional

## Personal Statement

An experienced manager with over 10 years in retail, beauty and luxury service industries. Successful in driving both financial targets and sales targets with my dedicated, ambitious and driven nature. A strong leader, I pride myself on my people skills and can adapt to a multitude of environments. Professional, articulate and well presented, I have a wealth of versatile skills which will add value to any business.

## Employment History:

**June 2014 - January 2016 - Retail Professional** at (most recent employer hidden for confidentiality) Sheffield, UK - United Kingdom, (High Street Store)

### Duties included:

Responsible for achievement of all business goals and targets

- To set and manage total counter and individual Consultant goals
- To coach, motivate and develop sales and management team
- Create and execute action plans based on market calendar to achieve KPI's
- Monitor the business by looking at 'opportunity and jeopardy' weeks and recognise areas to build and impact in the overall business
- Executes counter merchandising guidelines.
- Manages Consultant hygiene and image standards.
- Recruits potential Clinique Consultants in conjunction with management.
- Conducts team meetings for on-going communication.

Uses effective management techniques to retain and motivate Consultants

### Products worked with:

Clinique

**January 2014 - May 2014 - Beauty Therapist** at Pamper Off Piste, Morzine, France, (Home/Mobile)

### Duties included:

Excellent communication and Interpersonal Skills

Carrying out treatments in a professional and timely manner to Ski Chalets

Recommending home care advice and listening to the clients needs

Ensuring customer satisfaction at all times for returning clientèle

Responsible for my own accounts and tax returns

**Products worked with:**

Pinks Boutique

**July 2013 - December 2013 - Salon Manager** at Rubys Nails and beauty, Sheffield, UK - United Kingdom, (High Street Salon)

**Duties included:**

- Excellent communication and Interpersonal Skills
- Daily running on the salon appointment book and staff members
- Carrying out treatments in a professional and timely manner
- Managing the mobile salon app and in house events/training
- Ongoing training and coaching with the junior members of staff
- Recommending home care advice and listening to the clients needs
- Ensuring customer satisfaction at all times for returning clientèle and loyalty scheme
- Responsible for my own accounts and tax returns
- Distributing wages and weekly banking
- Freelance wedding/prom/evening make-up

**Products worked with:**

Tammy Taylor Nails

Gelish Nails

Shellac Nails

Nsi Nails

Sienna X Tan

Bare Minerals

Jessica Nails

Threading

Hot Wax

**December 2011 - July 2013 - Retail Professional** at Bare Minerals, Meadowhall, Sheffield, UK - United Kingdom, (High Street Store)

**Duties included:**

- Strong retail management on a flagship Bare Minerals counter
- Analysing and reviewing goal attainment and developing plans to improve performance
- Coaching, supporting and guiding the team to achieve and improve sales
- Look for areas and opportunities to develop the account
- Working to daily, weekly and monthly targets and achieving KPIs
- Ensure the team deliver consistent customer service and resolve customer issues and requests in an efficient and timely manner
- Manage time, establish priorities and delegate effectively
- Hold regular team meetings
- Scheduling the roster of staff
- Execute new launches of products including displays and collateral
- Adhered to all store health, safety and environment practices
- Handled all account documentation
- Delivering the "Girlfriend Experience make under" on customers using excellent make-up skills and techniques

**Products worked with:**

Bare Minerals

**December 2009 - December 2011 - Nail Technician** at Self Employed - Mobile Beauty Box, Sheffield, UK - United Kingdom, (Home/Mobile)

**Duties included:**

Self Employed Tanning , Nails & Beauty

- Carrying out a range of beauty treatments Including
- Manicures/pedicures
- Waxing
- Nail Extentions
- Spray Tanning
- Eye Treatments
- Nail Art
- Make-up artistry
- Offering a very high standard of service to clients in the comfort of their home, ensuring it was consistent throughout
- Working professionally and efficiently at all times
- Carrying out treatments in a controlled, hygienic and safe manner
- Ability to manage time, establish priorities and plan my appointment schedule
- Handling my own business accounts
- Handling my own marketing and communications

**Products worked with:**

Sienna X SprayTan

Tammy Taylor Nails

OPI Polish

Jessica Nail Treatment

**October 2010 - October 2011 - Nail Technician** at Andrea Fulerton, Sheffield, UK - United Kingdom, (Product Company)

**Duties included:**

Andrea Fulerton Nail Boutique

- Carrying out Nail services in Superdrug, Meadowhall
- Manicures/Polish/Glitter/Art/Tattoos/Gems
- High standard of customer service to meet and greet clients
- Promoting the brand throughout
- To control efficient running of the counter
- Attending Promotional Events

**Products worked with:**

Andrea Fulerton

**February 2009 - December 2009 - Beauty Therapist** at Angelia's Nails And Beauty, Sheffield, UK - United Kingdom, (High Street Salon)

**Duties included:**

- Carrying out a range of beauty treatments including
- Manicures/Pedicures
- Waxing
- Facials
- Tanning
- Nail Extensions
- Nail Art
- Offering a very high standard of service to clients in the comfort of their home, ensuring it was consistent throughout
- Working professionally and efficiently at all times
- Carrying out treatments in a controlled, hygienic and safe manner
- Ability to manage time, establish priorities and plan my appointment schedule
- Handling my own business accounts
- Handling my own marketing and communications

**Products worked with:**

Tammy Taylor Nails

St Tropez Tanning

Cryoderm Microdermabrasion

**March 2004 - August 2004 - Retail Professional** at Elizabeth Arden, Sheffield, South Yorkshire, UK - United Kingdom, (High Street Store)

**Duties included:**

- Excellent customer service in a face to face environment
- Carrying out skin consultations to find customers needs
- Carrying out make-overs on counter
- Look for areas and opportunities to develop the account
- Working to daily, weekly and monthly targets and achieving KPIs
- Scheduling the roster of staff
- Execute new launches of products including displays and collateral
- Adhered to all store health, safety and environment practices
- Handled all account documentation

**Products worked with:**

Elizabeth Arden Make-up and skincare

**Education and Qualifications:****2015 The Beauty Academy**

Diploma

Swedish Massage

Eyelash Extensions

Electrical Facials

### **2003 Retford International College**

- Film & TV Make-up, Hair design, wig Making & Special Effects
- ITEC Theatre & Media Make-up
- OCN Artistic Make-up & Special Effects
- BTEC Fashion & Photographic

### **2002 Rcat College, Rotherham**

NVQ Level 2 Beauty Therapy

## **Product Training:**

### **February 2016**

The Beauty Academy

Client Consultaion

Contra Indcations

High Frequency

Galvanic

Vacuum Suction

Micro Current

Aftercare

Anatomy and Physiology

### **September 2015**

#### **Swedish Body Massage**

The Beauty Academy

History of Massage

Health and Safety

Consulation and Planning

Contra indications ro massage

Effects of massage on the client

Anatomy and Physiology

Identifying body types

Electrical Equipment

Aftercare advice

Massage Movement

### **September 2015**

#### **Eyelash Extentions**

The Beauty Academy

Application of individual eyelash extentions,individual flare lashes and strip lashes

Contra indications to eyelash treatments

Health and Safety

Condition of the skin

Anatomy and physiology

Products and equipment

Application Procedures  
Maintenance and Aftercare  
Removal of Eyelashes

**October  
2013**      **Threading**

Adels Hair and beauty

**August  
2013**      **Hot Wax**

Adels

Intimate hot waxing course

**November  
2010**      **Sienna X**

Sienna X Training centre

Full Body Spray Tanning

**August  
2009**      **Cryoderm**

In Angelia's Nails and Beauty salon by an in house trainer, Sheffield UK

Ultimate Skincare Cryoderm Microdermabrasion course

## **Vocational Qualifications**

IT Skills

## **Hobbies and Interests**

Yoga

Pilates

Dancing

weight training

mediatation

CV created at [www.spastaff.com](http://www.spastaff.com)

