

Curriculum Vitae

Female

D.O.B. 15 May 1982

Number of years working in industry:

16 years 11 months



Candidate ID Number: 179498

Nationality: Canadian

Language Skills:

Fluent: English

Permitted to work in: Canada

Position Sought: Spa Consultant, Spa Manager, Treatment Manager / Spa Trainer, Senior Therapist, Skin Clinic Therapist, Retail Professional

Personal Statement

Qualified and reliable professional with a proven track record of excellence in the beauty industry. Passionate about delivering exceptional results, building meaningful connections with people and enhancing beauty through innovative techniques and expertise.

Seeking work in national and international locations and cruise ships

Employment History:

May 2024 - Present - laser technician/trainer at (most recent employer hidden for confidentiality) Remote, Canada, (Hospital / Medical Clinic)

Duties included:

- Providing clinical training for Lumenis laser devices
- Training practitioners on laser and light physics and safety
- Demonstrating equipment operation, maintenance, and troubleshooting
- Guiding technicians on clinical protocols and documentation
- Reporting back to regional lead management and working with technical support ensuring optimal customer service
- Travelling within Eastern Canada and United States maximizing time management
- Building customized agendas for each training session and clinic
- Attending corporate meetings and training sessions to stay updated on the latest advancements, techniques and studies in the aesthetics and laser industry

Products worked with:

Lumenis Laser devices

June 2018 - May 2024 - Treatment Manager / Spa Trainer at Looks Aesthetics Center, Grand Cayman, Cayman Islands, (Skin Clinic)

Duties included:

- Primarily, providing optimal service for guests to build good relationships and to build and retain clientele, promoting valuable first impressions, consultations and introductions
- Following up with patients ensuring their service and results were top notch
- Holding VIP events for patients and providing them with opportunities to consult with aestheticians, purchase

- products/packages and to feel valued
- Researched, sourced, and worked with Lumenis Splendor X laser hair removal device combining Alexandrite/ND:Yag, Lumenis M22 laser device providing skincare treatments for several skin conditions and skin types with IPL, Q-Switch, ND:Yag, and ResurFX
- Designed and provided customized advanced facial treatments with the Pollogen Oxygeneo device, Dr. Schrammek Green peel, BioRePeel, Pollogen Divine Pro micro-needling with radiofrequency, and the Medi-Infusion Pro by Osmosis
- Selected, researched, and endorsed the Osmosis skincare and wellness line and provided in depth consultations for sales advocating a comprehensive approach that considers lifestyle, nutrition, and environmental influences alongside topical treatments
- Collaborated with different vendors for product and equipment inventory, ordering products, keeping track of inventory and making sure devices are maintained
- Troubleshooting and problem solving any issues that occurred with devices and policies
- Selected and worked with Aesthetics Pro software booking appointments, client portals and records
- Hired and directed staff members
- Successfully conducted comprehensive training sessions for staff, covering a wide spectrum of services, products, protocols and innovative devices for Laser Hair Removal and skincare services
- Held staff meetings to set monthly targets and ensure that business runs smoothly
- Designed all treatments and protocols
- Created the entire boutique, upscale business including the fit out of treatment rooms, reception area, website, brochures, prices of treatments, products and packages
- Met all requirements and policies involved in a medical facility in Cayman Islands including working with a medical director, infection control, reliability and maintenance of equipment, proper client records and confidentiality, keeping up licensing and insurances, organization of treatment rooms, providing maintenance logs daily for all equipment
- Ensuring business is profitable to cover expenses
- Making sure all office supplies were replenished
- Managing staff schedules and holidays
- Creating promotions and marketing to attract customers through social media
- Being knowledgeable about different services and products and keeping up with current trends
- Keeping high standards and professionalism

Products worked with:

Osmosis skincare and wellness, Dr. Schrammek, Oxygeneo

September 2015 - June 2018 - Medical Aesthetician/laser technician at DaVinci Centre, Grand Cayman, Cayman Islands, (High Street Salon)

Duties included:

- Hired by medical director to manage skincare and laser department
- Designed brochures and prices of treatments
- Built an elite multi-cultural clientele and maintained excellent customer relations
- Always rescheduling patients' next appointments and providing follow-ups
- Responsible for opening and closing clinic
- Worked with Candela Gentlemax pro laser providing hair removal, vein removal, skin tightening, hyperpigmentation treatments
- Contacted vendors for maintenance of devices and modalities
- Worked with exclusive cosmeceutical product range and provided sales
- Kept track of inventory, ordering products
- Made sure treatment rooms were pristine and always organized and stocked up
- Performed customized facials with Hydra facial and chemical peels
- Provided body contouring treatments with Candela Vela Shape device
- Provided professional consultations regarding skin care and laser treatments, assisted aesthetics doctor with botox, filler and product consultations
- Trained new staff on proper consultations, sales, skincare and laser treatments

Products worked with:

Crysalis (Company's private label cosmeceutical), Hydra facial

August 2014 - August 2015 - Beauty Therapist at The Ten Spot, Toronto, Canada, (High Street Salon)

Duties included:

- Assisted in the grand opening of brand new beauty bar helping with stocking treatment rooms and organizing the place for opening
- Participated in grand opening event greeting and welcoming new customers

- Established a regular clientele
- Leader in retail sales
- Provided aesthetic services such as waxing, facials, manicures and pedicures part time while studying for medical aesthetics
- Worked with Dermalogica skin care range
- Worked with Book4Time and Booker spa software rescheduling customers and keeping accurate records

Products worked with:

Dermalogica

January 2007 - July 2012 - Hair Stylist at Crystal Cruises, International, (Cruise Ship)

Duties included:

- Provided hairstyles and salon services on a prestigious 6-star cruise ship
- Built a regular client network with high priority guests
- Collaborated with an international team of 17 team members
- Trained at the Steiner Academy in Watford England
- Had retail training and experience with the Elemis, Bliss and La Therapy product line
- Assisted in booking appointments and embarkation duties
- Responsible for the cleanliness and organization of the salon
- Provided mini seminars on beauty and wellness
- Contributed to a dynamic spa environment, fostering teamwork and synergy
- Gained valuable experience in the beauty industry across different cultures
- Travelled extensively, adapting to diverse beauty standard

Products worked with:

Elemis, La Therapie, Bliss

Education and Qualifications:

2015 Canadian Beauty College- Toronto Ontario

Medical Aesthetics Diploma

Laser hair removal, laser skin rejuvenation, chemical peels, mechanical exfoliation, sales

2013 Coogan Bergin College- Dublin Ireland Canadian Beauty College- Toronto Canada

CIDESCO, CIBTAC

Beauty Therapy including facial treatments, body treatments and electrolysis

2015 Canadian Beauty College

Medical Aesthetics diploma

2013 Coogan Bergin college

CIBTAC and CIDESCO diplomas

Product Training:

March 2018 Osmosis, Dr. Schrammek

Grand Cayman, Cayman Islands

Retail sales, facial treatments

August 2014 Dermalogica

Toronto Ontario-Dermalogica Institute

Facial treatments

February 2007 Elemis, La Therapie, Bliss

Steiner Academy- Watford England

Retail sales

Vocational Qualifications

First Aid

Hobbies and Interests

Fitness, yoga, hiking, continuing education, travelling

CV created at www.spastaff.com

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