

# Curriculum Vitae

**Female**

**D.O.B. 03 February 1989**

**Number of years working in industry: 15 years 4 months**

**Candidate ID Number:** 18161

**Nationality:** British

**Language Skills:**

Fluent: English

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

**Position Sought:** Assistant Manager, Head Therapist, Treatment Manager / Spa Trainer, Senior Therapist, Holistic Therapist, Complementary Therapist

## Personal Statement

### Employment History:

**February 2011 - Present - Complementary Therapist** at (most recent employer hidden for confidentiality) Chester, UK - United Kingdom, (5 Star Hotel Spa)

#### Duties included:

In the spa I was part of the senior team to supervise, manage and lead the therapy team of 9.

In May 2014 I qualified in City and Guilds PTTLs teaching course (Preparing to teach in the lifelong sector).

The PTTLs course covers how to manager, supervise, mentor and train different individuals with different learning styles and requirements. It also trains on different HR legislation and Government legislation as well as effective positive management and supervisory skills when it comes to learners and colleagues.

I am also the Grosvenor spa team therapist trainer in complementary therapies to new and existing therapists, mainly college leavers but also therapists who need refresher training in treatment's/therapies.

I have found I am a very strong and confident trainer, team leader and supervisor who makes training as interesting as possible and tries to add something different for the students.

I also volunteer in a college environment salon when they are in open salon, to help students train with both consultations, customer service treatments advice.

I was also accepted into the University of Westminster in 2010 to study Nutrition (BSc) but decided to delay this for a few years whilst I gained experience as a therapist first

I also have a very wide and professional knowledge of the Elemis, Luxury French Estee Lauder brand Darphin and British Clean skincare REN.

Darphin face, product knowledge and body trained

R.E.N skincare face, product knowledge and body trained.

Elemis Face and product knowledge trained

Reflexology

Deep massage

Aromatherapy

Body wraps detox and hydration

Hot stone massage

Facials

Body exfoliation treatments.

Relaxation massage

Reiki 1 (Reiki one is not used to give clients treatments but improves the therapist's flow of energy for other treatments)

Indian head massage

Hopi ear candles

Reception and administration.

Also I am front of house/ receptionist in the spa. I am confident and efficient when dealing with all types of customers.

My responsibilities also include handling payments (cash, debit & credit cards), making future appointments on the booking system, cashing up, responding to client emails & telephone enquiries and assisting the spa management.

Reception and admin duties include:

Communicating with both spa team and clients to maximise revenue.

Stocktake duties.

Inbound and outbound customer service communications with clients via email and telephone regarding enquiries.

Microsoft office experience and in house booking system experience (opera and concept client data base system).

Inputting and updating client details on our data bases (name, address, contact details, additional information).

Filing and postal duties.

Media promotions and marketing via social networking websites.

In addition to these skills I also hold a L3 key skills qualification in English and a L2 key skills qualification in Mathematics.

This role also includes meeting daily, monthly targets to boost the establishment's revenue. I enjoy working towards meeting targets and enjoy a challenge.

### **Products worked with:**

Elemis

Darphin

Ren

Pevonia

**January 2015 - Present - Holistic Therapist** at Cheshire West and Chester Council, Ellesmere Port, UK - United Kingdom, (Hospital / Medical Clinic)

### **Duties included:**

I currently work in this secondary school as part of the therapy team (Holistic, Counselling & Art therapy) working with students aged 9-16 who have social, emotional and mental health .

I work to provide, manage and lead the Holistic therapy service for students to help aid relaxation, calmness and a positive sense of wellbeing whilst also helping to build a trusted report with them. The service also serves as a counselling service for pupils to express their feelings in a confidential environment.

A few of the conditions I work with include Autism/ASD, ADHD, personality disorders and OCD.

It is a job which requires patience, strong will power and excellent approach to all types of communication and communication difficulties.

I find that my PTTLs qualification helps understand and communicate effectively with the students especially to identify if visual, practical or auditory communication is the best way to interact with the students.

This post also requires an Enhanced DBS which I gained in Feb 2015.

**October 2010 - February 2011 - Holistic Therapist** at The club and spa doubltree Hilton, Chester, UK - United Kingdom, ( Hotel Spa)

**Duties included:**

Reflexology

Deep massage

Aromatherapy

Body wraps detox and hydration

Hot stone massage

Facials

Body exfoliation treatments.

Relaxation massage

Reiki 1 (Reiki one is not used to give clients treatments but improves the therapist's flow of energy for other treatments)

**Products worked with:**

Pevonia

Anne Seminon

**Education and Qualifications:**

**2014**

**2014 WEST CHESHIRE COLLEGE**

CITY AND GUILDS PTTLs LEVEL 4

**2009 Riverside college**

NVQ beauty therapy L2

NVQ holistic therapy L2

City & Guilds Alternative and Complementary therapies L3

keyskills/functional skills L2 English maths and ICT

City & Guilds L3 anatomy and physiology

8 GCSES

**Product Training:**

**March  
2012**

**Elemis Darphin ren**

Elemis facials and product knowledge

darphin face body and product knowledge

ren face body and product knowledge

**Vocational Qualifications**

Microsoft excel, word and powerpoint

