

# Curriculum Vitae

**Female**

**D.O.B. 18 May 1978**

**Number of years working in industry:**

**14 years 6 months**



**Candidate ID Number:** 18217

**Nationality:** Portuguese

**Language Skills:**

Fluent: English, portuguese, Spanish

Basic: French, Italian

**Permitted to work in:** European Union, Gibraltar, UK - United Kingdom, UAE - United Arab Emirates

**Position Sought:** Spa Manager, Salon Manager, Spa Co-ordinator, Assistant Manager, Treatment Manager / Spa Trainer, Senior Therapist

## Personal Statement

I have always a smile on my face, making others want to spend time around me.

Seeking work in international locations.

## Employment History:

**October 2019 - Present - Spa Director** at (most recent employer hidden for confidentiality) Europe, (Cruise Ship)

### Duties included:

Pre-opening of MSC first spa in-house. Coordinating staff training, orders and stock arriving and support of contractors. Running stress tests, performing MMS (company intranet) duties, daily meetings with all departments.

Daily operations to make sure spa was running smoothly, staff training on retail and high customer service, receptions duties, reports, setting up week promotions, analysing Kpi's on products and services.

Managing team of 28.

### Products worked with:

Retail products:

Medical brands:

Radiesse filler, Ellanse filler, PDO threads, Perfecta Hialuronic Acid filler, Cellutrix, Silisorg, Azzalure (Toxine)

**October 2019 - Present - Spa Director** at MSC Cruise Lines, Europe, (Cruise Ship)

### Duties included:

Pre-opening of MSC first spa in-house. Coordinating staff training, orders and stock arriving and support of contractors. Running stress tests, performing MMS (company intranet) duties, daily meetings with all departments.

Daily operations to make sure spa was running smoothly, staff training on retail and high customer service, receptions duties, reports, setting up week promotions, analysing Kpi's on products and services.

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**January 2017 - October 2018 - Regional Senior Manager** at Centros Único UK, London, Manchester, Leads, Newcastle, Derby, UK - United Kingdom, (Hospital / Medical Clinic)

**Duties included:**

Budget control, sales training, high standards trainings

Implementing new face treatments as feelings

Responsible for 12 clinics all over UK, Reporting to Country Manager.

**Products worked with:**

Same as before

**January 2015 - March 2016 - Spa Director** at Canyon Ranch, US, World, USA - United States, (Cruise Ship)

**Duties included:**

Managing 30 staff members, schedules, sales training, reception duties, deal with guests complaints.

Marketing campaigns for world voyage.

Weekly meetings with revenue department.

Promotions on daily onboard newspaper.

Responsible for the wet area as well.

**June 2011 - November 2013 - Spa owner - Self employed** at Spa@Home, Santarem, Portugal, (Day Spa)

**Duties included:**

Natural medicine consultations, body treatments, facial treatment, reiki therapy, reflexology, lymphatic drainage, mesotherapy

**September 2010 - May 2011 - Spa Manager** at BSpa, Lisbon, Portugal, (5 Star Hotel Spa)

**Duties included:**

Assisting Spa Director with time schedule, new hirings, daily, monthly and annual targets,

Stock & budget control.

Reception duties (booking treatments over the phone and face to face, billing).

Beverage, pool and saunas duties.

Making sure cleaning and hygienic protocols were followed by all team members.

Creation of the BAlive massage (50 minutes deep tissue massage performed with a mix of different types of massage).

Creation and Teaching spa protocols.

Promoting the spa to concierge guests and spa tours.

Performing treatments if needed.

**Products worked with:**

Elemis, Karin Herzog (Swiss).

**January 2009 - June 2010 - Spa Manager** at Steiner, South America and North of Europe, (Cruise Ship)**Duties included:**

Stock & budget control.

Reception duties (booking treatments over the phone and face to face, paperwork sent to the office in Miami related with daily incomes).

Making sure all beverage, pool and saunas duties were executed.

Making sure cleaning and hygienic protocols were followed by all team members.

Stock inventory as needed

Managing spa team: schedule, daily target meetings, safety and security procedure, paper work.

Advertising on cruise compass (cruise journal) about spa treatments and special offers.

Helping spa members with lower revenue increasing their self confidence on retailing and rebookings with selling and coaching techniques.

**Products worked with:**

Elemis and La Therapie

**April 2008 - January 2009 - Assistant Manager** at Steiner, Europe, (Cruise Ship)**Duties included:**

Performing spa treatments.

Booking appointments.

Spa tours on embarkation day, promoting the spa around the ship.

Cleaning duties.

Stock inventory as needed.

Helping Spa Manager running spa team: schedule, daily target meetings, safety and security procedures, welcome and guide new staff members, paperwork.

**Products worked with:**

Elemis and La Therapie

**Education and Qualifications:****2013 Espaço d'Alma, Abrantes**

Reiki Level III

Cristaltherapy Level II

**2013 New Freedom School, Lisbon**

Access Bars, Self Esteem Management, PNL and Emotional Freedom Techniques, Louise Hay Method

**2008 Escola Superior de Biologia e Saúde**

Degree Course in Natural Medicine

**Product Training:**

**January  
2014**

RitualSpa, Lisboa

Flow, Slim, Relax and Tonic massage with Decleor Protocols

Aroma Scrubs and Aroma Wraps

Essence Aromactive Facial, Top Expert and Pure white C

Turkish Salt Bath and Vichy Shower

**October  
2013**

**Hay Teacher**

New Freedom School, Lisbon

Training in self motivation, PNL and Emotional Freedom Techniques

**September  
2010**

**Karin Herzog**

City Spa Lisbon

Oxigene Facial by KH

Slimming ritual by KH

Body and face choco by KH

**April 2008 Elemis**

Steiner Academy London

Deep tissue

Hot Stones

Detox treatments: Cellutox and Musculease

Exfoliation Lime and Ginger Salt glow

Absolute Face and Body

Spa taster

## **Vocational Qualifications**

First Aid, good skills on IT subject, individual coaching, authorized trainer, Social Media Ads

## **Hobbies and Interests**

Yoga, reading, internet search (self and job related), beach, trying new restaurants

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

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