

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, Leeds, Newcastle, Derby, UK - United Kingdom, (Hospital / Medical Clinic)

Duties included:

Budget control, sales training, high standards trainings

Implementing new face treatments as feelings

Responsable for 12 clinics all over UK, Sporting 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 complains.

Marketing campaigns for world voyage.

Weekly meetings with revenue department.

Promotions on daily onboard newspaper.

Responsable 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 minuts 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.

Advertasing 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 embarcation 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 **Decleor**
 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

