

Curriculum Vitae

Female

D.O.B. 12 January 1997

Number of years working in industry: 6 years 9 months

Candidate ID Number: 184079

Nationality: British

Language Skills:

Fluent: English

Basic: Welsh

Permitted to work in: UK - United Kingdom

Position Sought: Spa Consultant, Spa Director, Spa Manager, Salon Manager, Spa Co-ordinator, Treatment Manager / Spa Trainer

Personal Statement

1. Empathetic and Supportive Leadership

I lead with emotional intelligence and a genuine passion for people. Creating a calm, inclusive environment where team members feel heard and supported is at the heart of my leadership style. I build trust, nurture potential, and foster a strong sense of team harmony that drives both wellbeing and performance.

2. Detail-Oriented and Strategically Minded

With a natural focus on accuracy and structure, I approach business decisions with careful analysis and informed insight. I thrive in roles that require planning, data-driven thinking, and consistency—ensuring operations run smoothly, standards are upheld, and results are sustainable.

Seeking work in international locations and cruise ships

Employment History:

May 2024 - Present - Spa Manager at (most recent employer hidden for confidentiality) Newport , UK - United Kingdom, (5 Star Hotel Spa)

Duties included:

Oversee day-to-day operations across multiple 5-star spa locations, ensuring exceptional service standards.

- Lead, train, and develop management teams to deliver high performance and consistent guest experiences.
- Monitor budgets, controlling costs. Review P&L, forecasting.
- Implement sales and marketing strategies to drive treatment and retail growth.
- Conduct competitor analysis and market trend reviews to inform business development.
- Maintain strong relationships with suppliers and internal departments to support seamless operations.
- Uphold brand standards, health & safety compliance, and operational excellence across all sites.
- Deliver training on treatments and retail to enhance team expertise and service delivery.
- Scheduling teams.

- Stock Management

Products worked with:

Elemis

Natural Spa Factory

Ellison

Gerrads

October 2023 - May 2024 - Assistant Manager at Celtic Collection , Newport , UK - United Kingdom, (5 Star Hotel Spa)

Duties included:

Oversee day-to-day operations across multiple 5-star spa locations, ensuring exceptional service standards.

- Lead, train, and develop management teams to deliver high performance and consistent guest experiences.
- Manage payroll and forecasting
- Drive treatment and retail
- Maintain strong relationships with suppliers and internal departments to support seamless operations.
- Uphold brand standards, health & safety compliance, and operational excellence across all sites.
- Deliver training on treatments and retail to enhance team expertise and service delivery.
- Scheduling 4 teams.
- Stock Management

October 2021 - October 2023 - Spa Co-ordinator at Celtic Collection , Newport , UK - United Kingdom, (5 Star Hotel Spa)

Duties included:

Oversee day-to-day operations across multiple 5-star spa locations, ensuring exceptional service standards.

- Lead, train, and develop management teams to deliver high performance and consistent guest experiences.
- Maintain strong relationships with suppliers and internal departments to support seamless operations.
- Uphold brand standards, health & safety compliance, and operational excellence across all sites.
- Deliver training on treatments and retail to enhance team expertise and service delivery
- Stock Management

April 2019 - September 2021 - Beauty Therapist at One Spa World , Disney Cruise Line, Marbella Cruise Line , (Cruise Ship)

Duties included:

- Deliver a wide range of high-quality spa and beauty treatments to international guests in a luxury onboard spa environment.
- Provide exceptional customer service, creating a welcoming and professional atmosphere.
- Maintain cleanliness and hygiene standards in treatment rooms and work areas.
- Promote and recommend retail products to enhance guest experience and achieve sales targets.
- Adapt to a fast-paced, multicultural environment while living and working onboard.
- Attend regular training sessions and team meetings to stay updated on new treatments and protocols.

- Support the spa team in achieving overall revenue goals and maintaining 5-star service standards.

Products worked with:

Elemis
Ionithermie
Clarins
Champneys
Thalgo
Jessica

Education and Qualifications:

2024 Cambrian Training

Diploma Level 4
ILM Leadership and Management Level 3
ILM Leadership and Management Level 4

2017 The College Merthyr Tydfil

Level 2, Level 3 Beauty Therapy

Product Training:

May 2020 Clarins, Thalgo, Aromatherapy Associates, Champneys, Gerard's

Tui Cruise Lines
Thalgo Body and Face.
Clarins Body and Face.
Aromatherapy Body.
Jessica Nails.
Champneys Body and Face

May 2019 Elemis

One Spa World, London
Elemis Body, Face, Ionithermie

Vocational Qualifications

First Aid

Hobbies and Interests

Yoga
Design
Wellness

CV created at www.spastaff.com