

Curriculum Vitae

Male

D.O.B. 12 May 1976

Number of years working in industry: 16 years 2 months

Candidate ID Number: 18537

Nationality: Indian

Language Skills:

Fluent: English, Hindi

Good: Tamil

Basic: Malayalam, Oriya

Permitted to work in: India, Seychelles

Position Sought: Spa Consultant, Regional Senior Manager, Spa Director, Spa Manager, Yoga / Pilates Teacher

Personal Statement

Employment History:

September 2015 - Present - Spa Director at (most recent employer hidden for confidentiality) Maldives, Maldives, (5 Star Hotel Spa)

Duties included:

Reporting to GM, recruited, hired trained and led a team of 16 associates. Led and directed spa operations, including guest service, budgeting, statistical analysis of sales data, and retail sales. In charge of spa manager for 2 different islands.

Responsibility:

Successfully opened the new property The Residence Maldives at Dhigurah with 10 treatment rooms fitness & Wellness center

- Managing the day -to- day operational activities of the spa, Retail & Fitness center.
- Delivering superior customer service & facilitating exceptional experiences for clients by anticipating and exceeding their needs, upholding the highest quality standards, providing incomparable attention to details and ensuring consistency in service delivery.
- Implement opportunities for managing operational costs and boosting the bottom line.
- Monthly Spa Analyses, Executive summary and P&L Reports, CAPEX and Yearly Spa Budgets submission.
- Setting, achieving & surpassing financial goals through

Budgeting, forecasting, yield management, revenue generation

- Consistently develop and grow retail sales through training.
- Introduced new Wellness Spa Menus/healthy cuisine
- Introduced Aqua Float Fitness and Yoga first time in Maldives and Reflexology and Herbal Garden
- Developing Professional Wellness Spa Menus/healthy cuisine
- Promoting and up-selling the spa services to maximize spa revenue.
- Responsible for training, recruiting and team building.

Lunched successfully Yoga Retreat & Vps Wellness movements.

Products worked with:

CLARINS

April 2014 - August 2015 - Assistant Manager at Savoy Resort & Spa, Victoria, Seychelles, (5 Star Hotel Spa)

Duties included:

- Looking after the entire Spa, Wet & Fitness facility operation and team of 17 staffs.
- Managing the day -to- day operational activities of the spa, Fitness center and Pool facility.
- Promoting and up-selling the spa services to maximize spa revenue through specialized promotional events such as welcome meetings, conferences and events.
- Managing spa team members consists of Receptionist, Beauty/Spa therapists, attended, Fitness and Yoga trainer to ensure high motivation, provision of high quality service and ongoing development.
- Assisting and filling in at the spa reception often as needed.
- Promoting spa in a large scale for residents through membership and packages.
- Assisting guests and members with their queries, understand their Needs and Wants, helping them to develop customized package plans to achieve their goals.
- Managing customer feedback effectively to ensure to deliver continuous high standard services.
- Ensuring guests receive friendly and consistent personalised service from all team members
- Liaising with other hotel departments for smooth operation.
- Working closely with GM & DGM on Spa Stats (Budgeting), Strategy, Marketing & PR activities.
- Controlling the cost of goods purchased, services supplied and labour necessary to the sales and production of our products and services.
- Ensuring the Colleagues adhere to all Spa standards(SOPs/LSOPS)
- Facilitating resort Manager on Duty (MOD) responsibilities.
- Responsible for training, recruiting and team building.

Products worked with:

SOTHYS

February 2013 - March 2014 - Spa Manager at Buccament Bay Resort, Kingstown, Saint Vincent, (5 Star Hotel Spa)

Duties included:

- Managing entire Spa & Gym operation.
- Managing the day -to- day operational activities of the spa & GYM.
- Promoting and up-selling the spa services to maximize spa revenue through specialized promotional events such as welcome meetings, presentations lectures, workshops and management cocktails etc.
- Reviewing Trip Advisor reviews, daily & monthly spa & resort GSQ to plan and implement corrective spa action plan accordingly.
- Working closely with RM & GM on Spa Stats (Budgeting), Strategy, Marketing & PR activities.
- Facilitating resort Manager on Duty (MOD) responsibilities.
- Responsible for training, recruiting and team building.
- Maintaining proper inventory for all professional & retail products.
- Ensuring that the teams adhere to all hotel and company standards, Business conduct and ethics, policies and procedures including Health, Hygiene & Safety and maintain confidentiality for all guests and colleagues
- Conducting different styles of Yoga Sessions for the resident & nonresidents guests.
- Hands on therapist performing all ESPA & Indian Ayurvedic treatments to meet & exceed guest satisfaction.
- Responsible for all Wellness, Nutritional & Lifestyle consultation for ongoing spa & wellness packages.
- Conducting personalized REIKI healing sessions for guests.

Products worked with:

ESPA

November 2010 - February 2013 - Yoga / Pilates Teacher at Anantara Kihavah Villas, Baa Atoll, Maldives, (5 Star Hotel Spa)

Duties included:

- Was solely responsible for looking after & driving entire recreation centre day to day indoor & outdoor activities which included Gym, Tennis Court, and Yoga Pavilion & Kids club areas.
- Conducted private & group Yoga & Pilates Sessions for the in house guests.
- Conducted private & group Fitness Training Programs for in house guests, managements & Staff as per their requirements like Cardio, Weight loss, Strength etc...
- Maintained thorough cleanliness of all equipment's, guests and service areas.
- Maintained accurate records, as well as tracking, of all personal training clients, with a special emphasis on proper procedure and protocol.
- Took health history, questionnaires and fitness-wellness evaluations of the guests.

- Worked closely with resort sales team to promote recreational events & activities.

In absence of resort doctor, was in charge for medical emergency calls

Products worked with:

Elemis

September 2009 - October 2010 - Yoga / Pilates Teacher at Alila Maldives, maldives, Maldives, (5 Star Hotel Spa)

Duties included:

- Was solely responsible for looking after & driving entire recreation centre day to day indoor & outdoor activities which included Gym, Tennis Court, and Yoga Pavilion & Kids club areas.
- Conducted private & group Yoga & Pilates Sessions for the in house guests.
- Conducted private & group Fitness Training Programs for in house guests, managements & Staff as per their requirements like Cardio, Weight loss, Strength etc...
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- Worked closely with resort sales team to promote recreational events & activities.

Products worked with:

Elemis

Education and Qualifications:

2024

MBA Hospitality Management

2013 - Received on the Job Training for ESPA Product & Treatments Knowledge at the spa Buccament

2012 Bay Resort, St. Vincent & The Grenadines, West Indies. 2013 - 200 Hours Advanced Yoga Teacher Training courses from Yoga Darshanam, Mysore, India

Degree/Diploma/Certificates

- Yoga
- Aqua Float yoga/Gym
- Pilates
- Ayurvedic & Thai -Yoga
- Personal Trainings/Stretching/Weight Loss Programme
- Reiki & Reflexology
- Diet & Nutrition
- Homoeopathic Medicine & Naturopathy
- Hands on Therapist for Western & Eastern Therapies
- Spa Operational

2024 Amity University

MBA - Hospitality Management

Product Training:

May 2014 Sothys

Seychelles Ann

Body treatments and product knowleges

June 2013 EPSA

St Vincent and Grenadines

Massage and Product knowledge

Vocational Qualifications

MS OFFICE

FUSION

Material Control

Opera

Symphony

Spa Soft

Bella Vita

Hobbies and Interests

Sports, Yoga and Swimming

CV created at www.spastaff.com

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