

Curriculum Vitae

Female

Number of years working in industry:

2 years 10 months



Candidate ID Number: 18733

Nationality: British

Language Skills:

Fluent: English, Gaelic

Permitted to work in: UK - United Kingdom

Position Sought: Spa Manager, Salon Manager, Assistant Manager, Head Therapist, Treatment Manager / Spa Trainer

Personal Statement

An articulate, ambitious individual with years of experience in beauty industry. A strong desire to succeed and actively seeks new challenges underpinned by a passion for personal development.

I am looking to seek a new challenge that I can use my skills to perform at a management level. Not only have I gained experience in managing a very busy spa/salon, I have improved our marketing, sales & up selling within the branch. I also created and completed training programmes with members of staff to ensure they are all at the same level, and to also ensure that each therapist was comfortable and able to carry out each treatment confidently. This is something that was ongoing with some members of staff, and I offered support throughout each training programme.

I have completed Supervisory and Management courses over the last two years to improve my skills and help me move forward to achieve more from my job. The courses were completed whilst I worked in my recent full time employment. I used the experiences within the job to help me complete each target, and completed each course at a very high level.

My retail has been of a very high standard and I have continuously reached my target each month for the past 18 months. This is something that comes naturally to me and I have also completed a course in retail within the beauty industry.

My passion is within the beauty industry.

Seeking to work in Qatar

Employment History:

October 2010 - August 2013 - Salon Manager at (most recent employer hidden for confidentiality) Glasgow, UK - United Kingdom, (High Street Salon)

Duties included:

- Health & Safety in the workplace
- Supervisory of others
- Management of others
- Team building
- Problem Solving
- Customer Service
- Management of resources, products, treatments, payroll, hours of the workplace, rota
- Marketing & sales targets

Advanced Waxing, Advanced Face & Body Treatments, Threading, Hand & Foot, Body Bronzing, IPL & Electrolysis.

This role enabled me to take responsibility within areas of the workplace, not only did I work full time with clients but I ensured I built a strong client base within the branch. I had been given the opportunity to complete a Supervisory and

Management course after requesting to do so with my manager, where I updated and improved the policies and procedures within the spa. This was to improve the experience not only for the client but also for therapists. The courses were completed whilst working full time. At this point I took on the role of spa manager as well as senior head therapist.

I also created training programs for other therapists to ensure the level of practice was kept to a high standard. This is something that was updated regularly and kept all treatments consistent throughout all therapists. The training also extended to our reception staff who I managed on a day to day basis. I dealt with all areas of customer service within the spa and clients. Therefore I gained experience in dealing with any customer complaints and any issues within the staff.

I am fully qualified in Clarins, the number one premium skincare brand in Europe. I feel my knowledge within this brand has enabled me to reach consistent targets in retail.

Products worked with:

- Products - Dermalogica, Thalgo, Darphin, Clarins, Xen Tan, St Tropez, GlamGlow
- Treatments - Clarins, CACI, Universal Contour Wrap, GlamGlow, Agera, Jessica, OPI, Aromatherapy Associates

Clarins Gold trained therapist in both Face & Body treatments

March 2010 - September 2010 - Beauty Therapist at Savannah, Glasgow, UK - United Kingdom, (5 Star Hotel Spa)

Duties included:

Beauty and spa therapy - weekend therapist performing spa treatments for clients

Products worked with:

Germaine de Cappucini

September 2008 - September 2010 - Administrator at Nuffield health, Glasgow, UK - United Kingdom, (Hospital / Medical Clinic)

Duties included:

I was assigned the role of sole administrator of the Assisted Conception Department. As the only administration, I ran the department with a team of nurses and embryologists. The unit was busy on a daily basis due the type of service it provided. I ran the daily tasks of the clinics, appointments and billing on the system PIMs. Phone calls, enquiries and queries were part of my day to day and I ensured that they were all dealt with. I worked to a very high standard ensuring that all administration was completed, and that the department was meeting all targets set by the head of the hospital. As a private hospital, budgets, profits and targets were the main areas that we worked towards each month. In the month of February 2010, we achieved our personal target of 120,000 - 40,000 over the budget set by head office. This is something I felt very proud of, and showed the hard work put in by myself and the rest of the team.

Education and Qualifications:

2010 Glasgow College of nautical studies

HND Beauty Therapy SVQ Management level 3

Beauty Therapy & Management level 3

2004 Sgoil Lionacleit

Higher English B

Higher Geography B

Higher Gaidhlig B

Higher History B

Higher Music B

Higher Mathematics C

7 Standard Grades grades 1-3

Product Training:

February 2012 **Clarins - Classic & Gold Therapist trained.**

Clarins, Edinburgh, UK

All Clarins face and body treatments including advanced treatments

Hobbies and Interests

My main passions involve that of the beauty industry. I also love to socialise, walk, swim, do yoga, read and travel the world. I have been extremely fortunate to visit beautiful places around the world. I am a sociable, friendly, warm and outgoing person, who enjoys meeting new people and being in new environments.

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