

Curriculum Vitae

Female

D.O.B. 30 October 1986

Number of years working in industry:

11 years 8 months



Candidate ID Number: 190286

Nationality: Kenyan

Language Skills:

Fluent: English

Basic: Arabic

Permitted to work in: Kenya, Bahrain

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

Personal Statement

Dedicated and results-driven massage and wellness professional with a proven track record of enhancing client well-being through tailored therapeutic treatments. With over a decade of experience in the beauty and spa industry, I have built a reputation for delivering exceptional client care, fostering long-term relationships, and staying ahead of industry advancements. My approach blends technical expertise with a deep understanding of customer needs, ensuring personalized experiences that promote relaxation, recovery, and body transformation. Having

worked with diverse clientele, from high-end spas to post-operative patients, I bring a comprehensive and adaptable skill set that ensures outstanding results. Committed to maintaining the highest standards, I continuously seek innovative techniques to elevate service quality and business growth.

Seeking work in international locations and cruise ships

Employment History:

September 2023 - Present - Massage Therapist at (most recent employer hidden for confidentiality) Jeddah, Bahrain, (5 Star Hotel Spa)

Duties included:

Delivering specialized massage therapies, including Madero, Bamboo, Reflexology, and

Deep Tissue Massage, enhancing client relaxation and muscle recovery.

- Performing post-operation lymphatic massages, reducing swelling and improving recovery times for post-surgical clients.

- Applying advanced techniques such as Vacuum Therapy, Metal Therapy, and Brazilian Butt Lift Massage to contour and tone the body effectively.

- Providing customized Aromatherapy and Swedish Massages, tailoring treatments to clients' needs for stress relief and overall well-being.

- Utilizing ultrasound and radio frequency therapy to enhance skin tightening, collagen production, and body sculpting results.

- Educating clients on the benefits of various massage techniques and post-treatment care,

increasing repeat bookings and referrals.

- Integrating cosmetology knowledge into massage treatments, offering a holistic wellness experience that improved customer satisfaction and retention.

Products worked with:

Massage therapy, Post-surgical lymphatic drainage, Body sculpting and contouring, Deep tissue and reflexology, Ultrasound and radio frequency therapy, Aromatherapy and holistic wellness.

January 2020 - January 2022 - Spa Consultant at Nella Spa, Juba, Sudan, (5 Star Hotel Spa)

Duties included:

- Managed appointment scheduling efficiently, optimizing therapist availability and reducing client wait times by 30%.
- Conducted product knowledge training for therapists, enhancing their expertise in diverse treatment products and improving up-selling rates.
- Led the recruitment and training of skilled beauty professionals, ensuring the right talent fit and service quality.
- Analyzed operational challenges and identified business solutions, improving overall efficiency and client satisfaction.

Products worked with:

Massage therapy, Post-surgical lymphatic drainage, Body sculpting and contouring, Deep tissue and reflexology, Ultrasound and radio frequency therapy.

March 2018 - December 2019 - Beauty Therapist at Refinery Grooming Spa , Nairobi, Kenya, (Skin Clinic)

Duties included:

- Led a team of beauty therapists to enhance service delivery, improving client satisfaction scores by 30%.
- Performed advanced facial therapies, including deep cleansing, anti-aging, and hydration treatments, increasing repeat appointments by 40%.
- Specialized in various massage techniques, Aromatherapy, Swedish, Madero, Lymphatic, and Cupping, to promote relaxation, pain relief, and circulation.
- Executed personalized beauty treatments, including manicures, pedicures, waxing, and bodywork, maintaining a high client retention rate.
- Streamlined front desk operations, handling bookings, inquiries, and customer relations, reducing wait times and enhancing client experience.
- Implemented tailored post-treatment care routines, leading to a 25% increase in customer referrals.
- Trained junior therapists on the latest beauty and wellness techniques, ensuring consistent service excellence across all treatments.

Products worked with:

Facial therapy, Massage therapy, Beauty therapy, Sculpting, and Customer service.

September 2017 - December 2017 - Head Therapist at Olakira Spa, Nairobi, Kenya, (5 Star Hotel Spa)

Duties included:

Delivered high-quality beauty services, including manicures, pedicures, hair styling, facial therapy, and waxing, ensuring a 95% customer satisfaction rate.

- Provided expert massage therapies such as Aromatherapy, Swedish, Hot Stone, Bamboo, Reflexology, and Lymphatic Massage, enhancing client relaxation and wellness.
- Managed front office operations by handling calls, scheduling appointments, and maintaining organized records, reducing booking errors by 30%.
- Resolved complex customer inquiries with professionalism, ensuring accurate service information and improving client retention.
- Oversaw spa inventory management, optimizing stock levels, reducing waste by 20%, and ensuring seamless spa operations.
- Developed and executed promotional strategies to market spa services, increasing new client sign-ups by 25%.
- Negotiated with suppliers to secure high-quality beauty and wellness products at competitive prices, improving cost efficiency.

Products worked with:

Manicures, pedicures, hair styling, facial therapy, and waxing.

June 2012 - September 2017 - Massage Therapist at Serena Hotels, Nairobi, Kenya, (5 Star Hotel Spa)

Duties included:

Delivered expert manicure, pedicure, facial therapy, hair styling, and waxing services, enhancing client retention and repeat bookings.

- Performed a wide range of massage techniques, including Aromatherapy, Swedish, Hot Stone, and Bamboo Massage, improving client relaxation and well-being.
- Specialized in Lymphatic Massage and Reflexology, helping clients relieve tension, improve circulation, and support detoxification.
- Customized treatment plans based on individual client needs, increasing customer satisfaction and referrals by 30%.
- Maintained high hygiene and safety standards in all beauty and massage treatments, ensuring a top-tier spa experience.
- Provided post-treatment care advice, educating clients on skincare and wellness routines for long-term benefits.

Products worked with:

Manicure, pedicure, facial therapy, hair styling, and waxing services.

Education and Qualifications:

2013 Elemis Spa Therapy, Deep Tissue Massage, Nov. 2013 Elemis Spa Therapy, Face and Body Sensation, Nov. 2013 Elemis Spa Therapy, Lime and Ginger Salt Glow, Nov. 2013
Certificate

Timeless College, Certificate in Anatomy & Physiology, Sept. 2011
2024 ByWinnie Training Institute
Diploma in Salon and Spa Management
2006 Amboseli Institute of Hospitality & Technology
Certificate in Hairdressing and Beauty

Therapy

Product Training:

November 2024 Gentleman’s Tonic Mayfair, Gentleman’s Tonic Skincare, March 2018

ByWinnie Training Institute

Amboseli Institute of Hospitality & Technology

Timeless College

Gentleman’s Tonic Skincare

Deep Tissue Massage

Face and Body Sensation

Lime and Ginger Salt Glow

November 2013 Deep Tissue Massage

Elemis Spa Therapy

Thalgo marine body scrubs and wraps; Elemis exotic face and body.

Vocational Qualifications

Computer skills

First Aid

Hobbies and Interests

Dancing

Socializing

Yoga

Meditation

