

Curriculum Vitae

Female

D.O.B. 18 September 1991

Number of years working in industry:

14 years 0 months



Candidate ID Number: 19942

Nationality: British

Language Skills:

Fluent: English

Basic: French

Permitted to work in: UK - United Kingdom

Position Sought: Spa Consultant, Spa Director, Spa Manager, Spa Co-ordinator, Assistant Manager, Head Therapist, Treatment Manager / Spa Trainer, Senior Therapist, Beauty Therapist, Skin Clinic Therapist, Receptionist, Area Sales Representative

Personal Statement

During my experience in the industry, I have flourished into a motivated, adaptable and responsible sales consultant/manager who strives to demonstrate high standards of professionalism & customer service at all times. 2013 marked the completion of my degree in International Spa Management from the University of Derby, which advanced my knowledge in human biological sciences and International spa concepts, following me to have an in-depth knowledge into various parts of the industry. With a proven track record of identifying and exceeding the client's requirements, this has led to receiving five star reviews for my 1 on 1 consultations and treatments from both customer and colleagues. I have since branched out into a more challenging world of sales where I thoroughly enjoy and have the best sales rate of 1.2

Furthermore it is my passion to be an expert within the beauty industry and to broaden my skills, and knowledge. Having a clear understanding and in depth knowledge about beauty is a bonus to your company; however I believe there are always new things to learn.

Seeking to work in the UK and International Locations.

Employment History:

January 2016 - Present - Spa Manager at (most recent employer hidden for confidentiality) Self employed, UK - United Kingdom, (Skin Clinic)

Duties included:

- Selling non-surgical face and body and hair regrowth packages starting from £4500 up to £25000 on the same day (Identifying client's main concerns and tailoring individual packages accordingly).
- Offering financial payments: monthly or yearly direct debits interest free accounts
- Handling private call backs to V.I.P clients.(Aftercare services)
- Enquiries/complaints; retention services.
- Creating daily motivational meetings by implanting sales techniques, enabling my team to be adaptable to every type of client.
- Supporting other team members: continuous training, tackling daily objections
- Closing financial deals (1.2 rate)

Products worked with:

elevatione time stops

December 2015 - Present - Treatment Manager / Spa Trainer at viva therapies, london, UK - United Kingdom, (5 Star Hotel Spa)

Duties included:

- Massage services: Deep tissue, Swedish, Aromatherapy, Sports, and Indian head.
- Beauty Services: Manicures, Pedicures, and Facials
- Private (in home services)
- 5 Star hotel and spa services: Ritz, Mandarin oriental, Four seasons, Dukes, Le Meridian, Como Metropolitan, Grosvenor apartments, Intercontinental Park lane, The Berkeley, Hilton Parklane, Dorchester, Taj, Conrad, Rubens, Beaumont, The Rosewood, ME London, Café Royal. Sheraton Parktower.

Products worked with:

elemis

January 2015 - October 2015 - Beauty Therapist at s.a.s recruitment, london, UK - United Kingdom, (Day Spa)

Duties included:

I Temp in different spas and hotels where they need cover. I do mostly all beauty treatments ranging from, facials, mani & pedi to massages. I choose my own days to work so, flexibility is important.

So my main duties are:

- Taking bookings
- Cashier
- Promoting deals
- Keeping reception area clean and tidy
- Meeting and greeting clients
- Performing luxury spa treatments

June 2014 - November 2014 - spa therapist at Neilson club Andriake, Demre, Turkey, (5 Star Hotel Spa)

Duties included:

- Reception: taking bookings, promoting deals, stock take, cashier
- "Temple Spa" trained: products and treatments
- Teaching massage techniques to guests: "Massage master class"
- Promoting products, teaching clients how to use Temple spa and what they need in their skin care regime: "Ladies night"
- "Pool side": If spa is quiet, then do express treatments by the pool.

Products worked with:

Products that i used: Temple spa, and O.P.I

Career Break - Job hunting

June 2012 - May 2014 - Beauty Therapist at Sanctuary spa, London, UK - United Kingdom, (Day Spa)

Duties included:

- Keeping the spa to a high standard of hygiene, cleanliness and tidiness.
- Providing guests with the highest standards of beauty care and attention.
- Handling customer comments and complaints in a professional manner.
- Promoting and selling beauty products
- Marketing the spa actively organising promotional activities.
- Ensuring the spa is run efficiently and effectively.

Products worked with:

Sanctuary

September 2013 - March 2014 - Skin Clinic Therapist at Destinationskin, London, UK - United Kingdom, (Skin Clinic)

Duties included:

- Carrying out the following treatments; Skin peels, IPL, Laser (Diode, Nd:Yag, and Alexandrite), Cellulite laser.
- Personal consultations
- Covering FOH reception duties, filling, dealing with complaints, cashier, booking in appointments, and meeting and greeting clients.
- Selling treatment packages and products.

Products worked with:

Dermaquest, Agera.

September 2011 - June 2013 - Assistant Manager at Spa at the dome, Derbyshire (Buxton), UK - United Kingdom, (Day Spa)

Duties included:

- Managing a team of 5- 10 therapists
- Distributing out tasks
- Stock taking and assembling of merchandise into category by date of expiration
- Spa Tour management
- Selling Products & Services
- Trained in Elemis products and treatments

Products worked with:

Elemis

Education and Qualifications:

2012 University of Derby

Degree

International spa management

BA Spa Foundation Degree - Modules: International spa concept, Human Biological Sciences 1, Human Biological Sciences 2, Customer Service Skills, Research and Academic Skills, Massage Techniques 1, and Work Based Project 1.

2007 London school of beauty therapy

Nvq Beauty level 3

Modules: Electrolysis, Face and Body Electricals, Epilation, Hot Stones, and Body Massage.

Nvq Beauty level 2

Modules: Manicure and Pedicure, Facial massage and skin care, Waxing, Health and Safety, Make-up, Eye treatments, and Reception.

2002 Hendon School

10 GCSEs: Math's, English, and Science Etc.

Product Training:

September 2013 Dermaquest and Agera

Destinationskin in (Reading)
Laser hair removal (ND YAG, Alexandrite, Diode)
Facials- Peels, IPL.
Cellulite treatment- Smoothe shapes

January 2012 Sanctuary

Sanctuary spa
Sanctuary Facial and Fullbody massage

September 2011 Elemis and Jessica

Buxton
Elemis facials, deep tissue, swedish, mother to be, and body scrubs.
Jessica and O.P.I nails.

Vocational Qualifications

Scuba diving

degree (bachelor)

word

edexcel

PowerPoint

fire safety

driving license

Hobbies and Interests

In my free time i enjoy skating and salsa dancing, i find both very refreshing and socialable so you get to meet different people which i enjoy to do.

CV created at www.spastaff.com

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