

# Curriculum Vitae

**Female**

**D.O.B. 03 November 1977**

**Number of years working in industry:**

**9 years 5 months**



**Candidate ID Number:** 20031

**Nationality:** British

**Language Skills:**

Fluent: English

**Permitted to work in:** UK - United Kingdom, UAE - United Arab Emirates

**Position Sought:** Spa Consultant, Treatment Manager / Spa Trainer, College Tutor

## Personal Statement

I am a friendly, motivated and confident individual that thrives on providing excellent customer service within a demanding and challenging environment. I possess strong negotiation and interpersonal skills and have the ability to communicate at all levels whilst exercising tact and diplomacy. I am highly organised and flexible with productive time management skills. My strengths include the ability to work using my own initiative as well as part of a team.

Seeking to work in the UAE

## Employment History:

**November 2011 - April 2014 - Freelance MUA/ Trainer** at (most recent employer hidden for confidentiality) Surrey, UK - United Kingdom, (Home/Mobile)

### Duties included:

Working as a freelance Make-Up artist, having trained in high fashion make up techniques at world renowned Brushstrokes school in Surrey, London.

Bridal make-up

Make-up for photoshoots, working alongside modelling agencies & photographers.

Training masterclasses for events, pamper evenings.

Running kids princess pamper parties.

### Products worked with:

Wide range of Make-up houses, Mac, Nars, Sephora, Chanel, Lancôme, Bare Minerals, Glo Minerals, Bobbi Brown,

**July 2008 - November 2011 - Clinic Manager & Specialist Trainer** at Renew Medica, Surrey, UK - United Kingdom, (Skin Clinic)

### Duties included:

-Acquisition & Retention of clients through CRM system

-Delivery of monthly/quarterly targets & clinic objectives

-Organising promotional events

- Liasing with HR & Training dept to organise new/refresher training
- Responsible for implementing & training all new employees across 14 available clinics on front of house duties/computer systems.
- Assessing all staff throughout training sessions & relaying relevant feedback to head office.
- Stock taking / Ordering, Budgeting and organising clinic rota's.

**Products worked with:**

Clarins's, Dkin Ceuticals, Ren, Glo Minerals, Aromatherapy Associates, Obagi, Barielle, Espa, GM Collin,

**Career Break** - Maternity/Paternity leave

**April 2007 - July 2008 - In flight beauty therapist & part time trainer Virgin Atlantic** at Virgin Atlantic, Onboard Virgin Atlantic flights-service provided for Upper Class Passengers UK based, UK - United Kingdom, (5 Star Hotel Spa)

**Duties included:**

Awarded with highest achiever award at the end of training/wings ceremony.

Training new recruits in grooming, in line either uniform standards.

Training new recruits on treatments provided onboard & product lines.

Whilst onboard, provided a wide range of luxury onboard treatments to all Upper Class passengers.

(This service was discontinued, hence being offered redundancy at this point)

**Products worked with:**

Aromatherapy Associates & Barielle

**July 2002 - December 2005 - Emirates Airline cabin crew** at Emirates Airline, Dubai , UAE - United Arab Emirates, (5 Star Hotel Spa)

**Duties included:**

Worked as cabin crew for Emirates Airline, promoted to business class.

Involved in/member of the elite business promotional team, acting as a brand ambassador representing the company at various promotional events globally

ie-Melbourne cup, York races, inaugural Glasgow flight, opening of new lounges etc

**Products worked with:**

N/A

**April 1999 - September 2001 - Head Therapist** at Clarins Uk, London, UK - United Kingdom, (High Street Store)

**Duties included:**

Performed extensive range if Clarin's treatments.

Promoted to Head therapist, leading a team of 4 therapists.

Commercial awareness & understanding need to generate profit, driving targets, implementing incentives.

Reviewing any training requirements.

Invited to join Assoiciate team, as mobile therapist visiting various London salon/stores to motivate, support & develop therapists.

Organising promotional events/activities in-stores & externally.

**Products worked with:**

Clarins

**Career Break** - University to obtain Degree in Business Administration

**Education and Qualifications:****2002 University of Paisley**

Degree BA Business Administration

BA in Business Administration

**1996 Central College of Commerce**

HND Beauty Therapy

**1994 St Brendan's high school**

8 x Standard Grades & 3 x Higher Grades (English B, Biology C, Art & Design B)

**Product Training:****July 2008 Ren, Obagi, Skin Ceuticals, Glo Minerals**

Renew Medica Head office, London

Individual product & treatment training days with product houses.

Continual refresher & new product launch training days.

**April 2007 Aromatherapy Associates & Barielle**

Virgin Atlantic-training centre

Full product training

**April 1999 Clarins**

Central London, Cavendish Place.

Fully trained on all Clarins treatments & products-(Paris Methods Facials etc)

**Vocational Qualifications**

E-learning training & development qualifications.

Premiere Spa trained.

Annual First Aid/aviation training.

**Hobbies and Interests**

Yoga, fashion, reading, socialising and spending time with my family.

CV created at [www.spastaff.com](http://www.spastaff.com)

