

Curriculum Vitae

Male

D.O.B. 02 November 1982

Number of years working in industry:

15 years 9 months



Candidate ID Number: 21959

Nationality: Bulgarian

Language Skills:

Fluent: English

Basic: German, Spanish, Russian, Arabic

Permitted to work in: European Union, Qatar, UK - United Kingdom

Position Sought: Spa Manager, Salon Manager, Head Therapist, Treatment Manager / Spa Trainer, Senior Therapist, Massage Therapist, Holistic Therapist

Personal Statement

Demonstrated ability to deliver admirable treatments to clients;

Extensive experience in beauty treatments such as skincare, body wraps and scrubs, hammam, man's manicure and pedicure, ear candling, mans body grooming;

Experience in selling spa services and retail products to clients;

I have excellent communication skills with both staff and client focus approach;

I can be responsible for any therapist and senior therapist within the work place as well as performing therapist myself when required in the spa;

I am ready to help my individual and group in-house training within therapists and other departments;

Stock checking and ordering; Give input into any staff meetings; Taking part of interviewing new employees; Preparing therapists monthly rosters.

Seeking to work in the UAE

Employment History:

December 2018 - Present - Treatment Manager / Spa Trainer at (most recent employer hidden for confidentiality)
Doha, Qatar, (5 Star Hotel Spa)

Duties included:

Coordinated with spa manager on daily activities and guest schedules.

Monitored staff providing spa services and responded to guest issues. Ensured compliance with health and safety codes. Assisted with the hiring of service technicians to repair and maintain spa facilities. Tracked inventory of spa products and placed orders when necessary. Train staff in the use or sale of products, programs, or treatments (Classic massage, Holistic massage, Aromatherapy, Deep Tissue, Foot Reflexology, Ear candling, Facials, Body wraps and scrubs,

Products worked with:

SOTHY'S; CAROL JOY

March 2017 - November 2018 - SPA OPERATIONS MANAGER at Vilnius Grand Resort, Vilnius, Lithuania, (Health Club)

Duties included:

- Inform staff of job responsibilities, performance expectations, client service standards, corporate policies and guidelines.
- Plan or direct spa services and programs.
- Train staff in the use or sale of products, programs, or treatments (Classic massage, Holistic massage, Aromatherapy, Deep Tissue, Foot Reflexology, Ear candling, Facials, Body wraps and scrubs, Bathing rituals (Traditional, Maoccan hammam), Body hair grooming).
- Assess employee performance and suggest ways to improve work. Check spa equipment to ensure proper functioning.
- Coordinate facility schedules to maximize usage and efficiency.
- Develop staff service or retail goals and guide staff in goal achievement.
- Establish spa budgets and financial goals.
- Perform treatments if necessary.
- Attend daily HOD meetings and monthly P&L meetings.
- Preparing staff schedules, commissions and salaries.

Products worked with:

Phytomer

May 2015 - January 2017 - SPA OPERATIONS MANAGER at Premedion Muscat, Muscat, Oman, (Health Club)

Duties included:

- Responsible for any therapist within the work place as well as performing treatments myself when required in the spa;
- Providing individual and group in-house training within therapists and other departments;
- Stock checking and ordering;
- Give input into any staff meetings;
- Taking part of interviewing new employees;
- Preparing monthly rosters..

Products worked with:

Bernard Cassière

February 2013 - February 2015 - Head Therapist at Six Senses, Doha, Qatar, (Health Club)

Duties included:

- Providing a full range of professional massage services, face and body treatments including hammam.
- Educating the guests about specific wellness concerns;
- Being flexible with the schedule;
- Proper care for equipment, complete knowledge and understanding of services and products offered;
- Promoting spa- treatments and retail;
- Up selling and reaching sales targets;
- Participating in trainings and staff meetings.

Products worked with:

Six Senses, Amala, Intraceuticals, Subtle energies

October 2011 - January 2013 - Senior Therapist at Heiko Bott, Hamburg, Germany, (Day Spa)

Duties included:

- Maintaining cleanliness and attention to detail in the treatment rooms throughout the shift;
- To maintain inventory of supplies for the operations in the treatment rooms, perform all treatments to a high standard;
- Performing a full range of massage therapies from sports, deep tissue and Swedish massages.

September 2009 - September 2011 - Spa therapist at ARMANI/SPA, Dubai, UAE - United Arab Emirates, (High Street Salon)

Duties included:

- Creating a unique spa experience for each guest, personalized care and satisfaction of guest needs and preferences;
- Providing massage services using safe, appropriate and effective techniques;
- Performed health history on clients and updated before each session;
- Observed client reaction to massage and modified as necessary, get feedback and responded accordingly;
- Reaching sales targets and up selling.

Products worked with:

Aromatherapy Associates; Armani

Education and Qualifications:

2009 NATIONAL AGENCY OF PROFESSIONAL EDUCATION

NVQ level 2

Skin, layers, functions, innerving and blood supply; Muscular system; Skeletal system; Nervous system; Psychological foundations of massage; Hygienic requirements for massaging; Theory and methods of massage approaches; Classic massage, relaxing massage; Vitalizing massage; Reflexology; Target massaging, Anti cellulite massage; Point based massage

2001 MANAGEMENT SCHOOL "EXARH ANTIM PURVI"

Certificate

Basics of Free Enterprise, Business Administration, Marketing, Ethics and Aesthetics of Management, Banking and Financial Management, Business Law, International Trade, Operative Management.

Product Training:

August 2014

Amala; Six Senses; Intraceuticals

Neli Trendafilova- Stara Zagora, Bulgaria; Cathrene(Carita)- Dubai, UAE; Sally(Anne Semonin)- Dubai, UAE; Gerry(Aromatherapy Associates)- Dubai, UAE; Jacopo Rositani(Armani)- Dubai, UAE Beverly- Armani Spa Dubai, UAE; Kurshed Irani(Subtle Energies)_

Intraceuticals- infusing serum with oxygen machine;

Amala- Firming; Most Pure, Remineralasing facials;

Six Senses- Traditional Hammam journey; facials; wraps and scrubs;

Subtle Energies- Mukka Chiquitta facial; Abiang full body massage

Hobbies and Interests

Movies

CV created at www.spastaff.com

