

Curriculum Vitae

Female

D.O.B. 31 October 1988

Number of years working in industry:

19 years 1 month



Candidate ID Number: 21996

Nationality: British

Language Skills:

Fluent: English

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

Position Sought: Spa Consultant, Spa Manager, Salon Manager, Assistant Manager, Treatment Manager / Spa Trainer, College Tutor, Area Sales Representative, Retail Professional

Personal Statement

I work to the full, I thrive under pressure and work to perfection. My goal is to be the best at what I do and work my way up the ladder, hopefully inspiring people on the way.

Seeking to work in the UAE.

Employment History:

December 2015 - Present - Treatment Manager / Spa Trainer at (most recent employer hidden for confidentiality) Dubai, UAE - United Arab Emirates, (Product Company)

Duties included:

Coordinating all training sessions including training staff, educators and sales team

Conducting product knowledge and practical training sessions

Evaluating therapists upon completion of training sessions

Assisting with the opening and pre opening of new spas

Creating events for spas to promote the brand and increase revenue for spa

Provide retail sessions to improve sales techniques

Create marketing material to improve brand awareness including creating a product tester stand to promote product sales.

Sourcing potential new accounts. Delivering demonstrations to clients (spas) Creating quotations for new accounts.

Business development for the salons/ spas

Generating sales of existing accounts.

Products worked with:

Pevonia

June 2015 - December 2015 - Salon Manager at Nail Moda, Dubai, UAE - United Arab Emirates, (High Street Salon)

Duties included:

- Managing day to day running's of the salon and a team of 17 therapists
- Motivating the team to increase revenue and hit targets, including one to ones
- Administrate tasks including stock management, pay roll, salon permits, recruitment and visa processing
- Providing training to therapists based on current abilities to improve standards for both services and customer care
- Creating monthly promotions to generate more revenue and increase the client base

Products worked with:

June JacobS, CND, CND shellac, Essie, Gelish, Salt of the Earth, OPI, Depileve, Lycon

April 2015 - September 2015 - Spa Consultant at n/a , duabi, UAE - United Arab Emirates, (Day Spa)**Duties included:**

Head hunting spa therapists with 5* experience to work within spa in Dubai
Conducting strategic interviews find the best candidates
Introducing SOP's for all spa treatments and guest experiences
Creating spa menus and pricing to suit the spa and the area
Training therapists to improve performance and guest experience.
Advising spa on how to increase revenue and promote spa

Products worked with:

N/A

November 2014 - May 2015 - Senior Therapist at Jumeirah Zabeel Saray , Dubai, UAE - United Arab Emirates, (5 Star Hotel Spa)**Duties included:**

I currently work in the middle east's largest spa and one of the best, so my duties always have to go above and beyond and continue to exceed those of any other regular spa by paying attention to detail whether it is exceeding the guests expectation from the treatment, the perfection of treatment room set up or acknowledging each and every guest making sure they have a lasting impression of myself and the spa for what it is.

Along side these traits my main responsibility is generating my own column and revenue, predicting a forecast for the day or week ensuring I am able to reach a realistic target.

- Performing within a 7* spa providing not just a treatment but a guest experience.
- Following SOPs and LQA standards.
- Flexibility and patience with guests in high demand.
- Continuously performing treatments to extremely VIP guests.
- Looked upon as 'fresh eyes' all ideas and suggestions are noted and taken on board.
- Involved in improving spa standards and procedures, consistency, room set up, guest experience from start to finish, building team work and staff morale.
- Cross training within spa reception and booking software.
- Hit sales and revenue targets and generate own business in quieter periods.
- General duties of a regular spa ensuring myself and others are prepared each day.

Products worked with:

- Shiffa,
- Themae,
- Margy's,
- Le sans de Marrakech,
- Homage

August 2014 - November 2014 - therapist/ supervisor at neilson active, Foca, Turkey, (Hotel Spa)

Duties included:

Ability to inspire and motivate spa staff

Continuously exceed revenue targets.

Showed flexibility through working within 3 resorts within 10 weeks covering in Greece and 2 resorts in Turkey

Creating spa events to increase revenue

Reviewing and evaluating weekly KPI's Regular appraisals and PDR's for therapists and working together to improve therapists performance.

(this was a seasonal hotel hence why the work time was short)

Products worked with:

- Temple spa
- OPI

November 2013 - August 2014 - Senior Therapist at steiner/ Disney Wonder, Caribbean/Bahamas/Alaska , (Cruise Ship)

Duties included:

Excellent customer service skills along with providing outstanding treatments. Provide the guests with exceptional education on their treatment and recommending solutions for home use. Promoting myself and the business. Assisting the manager in ensuring standards were maintained along with general duties of a 5* spa. also fulfilling the role of a receptionist and dealing with complaints and longing them correctly.

- Learn 2 product ranges, treatments and retail (including key ingredients and selling points, descriptions/instructions and prices) within 3 weeks.
- Independence and Organisational skills.
- Team work and ability to work closely with a spa of 25 (24 female, 1 male acupuncture)
- Provide excellent service experience by going above and beyond for each guest.
- Ability to run my own column and generate my own business along with Use of multiple sales systems and booking systems.
- Consistently hit service and retail targets.
- Public speaking in front of 200 guests.
- Promoting of the spa, including spa tours to capture the guests.
- Stock control/ inventory.
- Responsible for passenger demonstrations and safety.
- Fire safety, life raft training and safeguarding of all guests.
- Sending weekly and end of cruise revenue reports Ionithermie and fitness.
- Calculating EOD reports.
- Opening and closing of spa.
- Manager training onboard including, staff training, scheduling, target and revenue reports for the whole spa.
- Extension of my given contract.

Products worked with:

Elemis,

La Therapie,

Ionithermie

Bliss

Career Break - Job hunting

November 2010 - May 2013 - College Tutor at Kirklees college, Huddersfield/ Dewsbury, UK - United Kingdom, (College)

Duties included:

taught ages 14- 16 and 16+. Providing students with the correct knowledge and tools to provide excellent treatments that meet standards. I also worked with in a team to maintain good standards and share resources. Meet retention

targets and complete courses on or in good time.

- Course tutor for part time L3 and lead/ set SOP for the Nail Technology curriculum.
- Creating lesson plans and schemes of work including theory and practical covering all learning styles.
- Embed functional skills, equality, diversity and safeguarding of student.
- Assessing practical and theory ensuring students are following high standard guidelines.
- Tutorial sessions discussing ILPs.
- Achieving a grade 1 outstanding observation.
- Patient with all students including slow progression and mature students.
- Sharing good practice and resources.
- Partook in being one of the first colleges to offer VTCT Thai massage course

Products worked with:

- Dermalogica,
- Solutions skin care,
- CND,
- Lash fx,
- White to brown tanning system

Career Break - Traveling

January 2012 - May 2013 - College Tutor at In House Training, Ravensthorpe, UK - United Kingdom, (College)

Duties included:

taught level 1,2 and 3 beauty therapy. Curriculum team leader for level 3.

Deciding on the modules to make up the full level 3 qualification with the correct amount of credits. Providing relevant and up-to-date information and resources. Building/ budgeting starter kits to a particular budget for the students to be able to carry out the course with relevant tools.

- Introduced brand new courses to the college offering Level 3 Beauty Therapy, advanced makeup and Nail Technology.
- Curriculum leader for L3 Beauty Therapy and Nail Technology.
- Working within a diverse multi-cultural training centre.
- Ability to be flexible with courses, offering fast track and apprenticeships.
- Excellent communication skills and patience as most students' first language was not English.
- Skilled in creating a learning environment that all levels of capability are excited to learn in.
- Time and work load management

Products worked with:

- Solutions,
- NSI

Career Break - Traveling

July 2009 - May 2013 - Beauty Therapist at Natural Beauty, Bridlington, UK - United Kingdom, (Home/Mobile)

Duties included:

Self-employed, main duties as a therapist working within other people's homes.

- A client base built from friends into 300 clients within 10 weeks which continued to grow.
- Back-to-back treatments, working to clients' availability.
- Providing high quality treatments in the environment of the clients' own home.
- Managing business accounting and P&L

Products worked with:

Dermalogica,
Cucci,
Nail tiques,
Young Nails,
Ezflow

Career Break - Traveling

June 2006 - June 2009 - Salon Manager at cloud 9, Bridlington, UK - United Kingdom, (High Street Salon)

Duties included:

- Progression within the business within the first year.
- On going training with Dermalogica, CND, Young Nails and Ez flow.
- Additional training to widen my skills base.
- Administration role including stock control, managing booking and reception, revenue forecasting, budgeting and basic accounting.
- Assistance in preparation for Professional Beauty Competitions.
- Produce promotional ideas.
- Generate a client base.
- Perform L2/L3 Beauty Therapy treatments and general duties of a salon.

Products worked with:

Dermalogica,

phd,

CND/Creative,

Nail Tiques,

Orly,

universal contour wrap,

Young Nails,

Ezflow,

Fake bake

Career Break - Traveling

Education and Qualifications:

2017 Shaw Academy

Diploma

Health and Fitness

2017 Shaw Academy

Diploma

Nutrition

2013 University of huddersfield

Degree

Education and Professional development

2011 University of Huddersfield

Certificate

Certificate in Education

2007 East Riding College Bridlington

NVQ L3

Beauty Therapy L2 and 3

2005 headlands school and community college

GCSEs

Maths B

English B

Science gnvq - distinction

Art A

Business st C

Vocational Qualifications

Red cross life guarding

Red cross First Aid

Moroccan massage (2015)

Aroma seaweed massage (2013)

Ezflow HD conversion class (2008)

Themae (2014)

Thai massage VTCT (2013)

Young Nails L2 nail technology (2007)

Shiffa (2014)

Safeguarding (2010,11,12)

Thai hand and foot massage (2007)

Hamman techniques (2014)

Equality and Diversity (2010,11,12)

Reflexology (2007)

Temple Spa (2014)

Dermalogica skin care (2005 - 7 & 2011-13)

Reki attunement and training (2007)

Ionithermie (2013)

CND shellac (2012)

Universal Contour Wrap (2006)

Elemis (2013)

Lash fx - individual lash extensions (2012)

Estelle Ear Piercing Ltd (2006)

Bliss (2013)

Hot Stones (2007)

Phd Waxing (2006)

La Therapie (2013)

Fake Bake (2007)

Artdeco makeup techniques and application (2006)

Hobbies and Interests

My hobby is my occupation but when I want to take a break and clear my mind I enjoy wakeboarding, skiing and snowboarding along with general fitness.

Another interest of mine is to travel; I enjoy visiting different countries and experiencing different cultures, lifestyles and languages. Over the past 6 years I have managed to become a member of a snowsports committee and organise holidays and competitions for over 100 students in various European winter sports destinations, travel 11 states of the USA, work in North Carolina as a life guard and co - leadership director and work on board a luxury cruise line travelling whilst working. Work for a watersports holiday group in the spa in turkey and finally over to Dubai where I worked for the worlds best spa, then moved back into training, all of the above have composed what I have become.

