

# Curriculum Vitae

**Female**

**Number of years working in industry:**

**15 years 3 months**



**Candidate ID Number:** 22164

**Nationality:** British

**Language Skills:**

Fluent: English

Good: urdu

Basic: punjabi

**Permitted to work in:** UK - United Kingdom

**Position Sought:** Spa Consultant, Regional Senior Manager, Spa Director, Spa Manager, Salon Manager, Assistant Manager, Treatment Manager / Spa Trainer, Receptionist, Area Sales Representative, Retail Professional, wellness

## Personal Statement

I am a self motivated and well presented professional with relevant back ground and experience in team supervision, ability to provide excellent service and care required to ensure over all client satisfaction while significantly increase business and revenue. I am focused and result oriented, capable of doing treatments with high standards. Excellent communication skills with ability to bring more clients while continue a good relationship with existing clients as well as referrals. Enjoy working with a multi-cultural, multi-national team and can easily adapt in any luxury hospitality environment

## Employment History:

**April 2015 - Present - Assistant Manager** at (most recent employer hidden for confidentiality) Letchworth, UK - United Kingdom, (Day Spa)

### Duties included:

- Maintain and efficiently supervise the running of the property which comprises 6 treatments room.
- Providing client's highest standard of services and attention
- Supervising 4 staff both full time/ part time
- Attends customers queries and concern in a warm and professional manner
- Setting targets for the employees
- Managing, motivating and training staff
- Driving turnover and profits
- Managing and forecasting retail stock levels
- Keeping salon to high standard of hygiene, cleanliness and tidiness.
- Ensuring all the equipment is in safe working condition and service regularly

Alongside the above role I still work within the business as a senior therapist, so I am hands on with a large and loyal customer base

### Products worked with:

Espa

Artistic Gel

**November 2010 - Present - Salon Manager** at Serenity Salon services, London, UK - United Kingdom, (High Street Salon)

**Duties included:**

Duties Include:

- Maintain and efficiently supervise the running of the property which comprises 3 treatment rooms, spa Treatments and Retail shop.
- Providing client's highest standard of services and attention
- Supervising 6 staff both full time/ part time
- Managing client appointment
- Attends customers queries and concern in a warm and professional manner
- Ensuring business run efficiently and effectively.
- Setting targets for the employees
- Marketing services and products by organising regular promotional events. .
- Managing, motivating and training staff.
- Driving turnover and profits
- Managing and forecasting retail stock levels
- Identifying staff training requirements
- Analysing weekly and monthly sales figure
- Budgeting and controlling salon expenses

Senior Therapist Nov 2010- Present

Alongside the above role I still work within the business as a senior therapist, so I am hands on with a large and loyal customer base

Duties Includes:

- Offering treatments Manicure, Pedicure, Threading, Waxing, Tinting, Full Body Massage, Hot Stones Massage, Reflexology, Facials.
- Providing after care advice on treatments and skin care matters.
- Attends customers queries and concern in a warm and professional manner
- Ensuring salon is run efficiently and effectively.
- Marketing salon services by organising regular promotional events.
- Keeping salon to high standard of hygiene, cleanliness and tidiness.
- Ensuring all the equipment is in safe working condition and service regularly.
- Promoting and selling products and services.
- Staff Training.

**Products worked with:**

- Dermalogica
- Janseen
- Janjira
- O P I

**June 2002 - January 2010 - Assistant Manager** at Lazer International, London, UK - United Kingdom, (High Street Store)

**Duties included:**

- dealing with customers
- admintrative responsibilities
- day to day monies dealing
- dealing with customer quiries and complain
- maintaining realtionship with associates companies.

**Education and Qualifications:**

**2014 The Online Academies**

Diploma in Holistic Beauty

- Aromotherapy Massage Advance
- Swedish body massage Advance
- Make Up

- Hand and feet Massage
- Relaxing
- Hand on Healing
- De- stressing.

## **2014 the Diet Specialists**

level 3 and 4 Certificate

- Nutrition specialist

## **2014 Hypnotherapy Centre of Excellence**

Diploma

- Reflexology

## **2014 Private**

Master

- Reiki Master/Teacher

## **2013 Beauty Academy**

Diploma

- Manicure/Pedicure

## **2013 Beauty Academy**

Diploma

- Holistic Therapies
- Aromatherapy massage
- swedish body massage
- indian head massage
- body exfoliation
- stone therapy
- body tanning

## **2012 Dermalogica training Centre**

Dermalogica Certificate

- Facials/skin care

## **2010 Walthamforest college**

NVQ2

- Facials
- Eye treatments
- skin care
- Manicure Pedicure

## **2009 Epping forest college**

NVQ2

- Waxing Dipliation

## **2000 Hackney Community College**

- BTEC First Business and Finance 1999
- BTEC National Business and Finance 2001
- GCSE Maths 2000

## **Product Training:**

### **April 2015 Espa**

Surrey Espa Training centre UK London

skin care

body care

massage

aromotherapy

**July 2013 OPI**

Beauty Academy

- Manicure/Pedicure

**November 2012 Dermalogica**

Dermalogica Center UK ,

- skin Care Facials

**Vocational Qualifications**

- Health and safety at work
- NLP self confidence coaching certificate
- Cognitive Neuro Religmant practitioner certificate
- hypnotherapy
- holistic pain management
- meditation
- Btec level 3 in Education and training

**Hobbies and Interests**

- reading
- meditation
- socialising
- learning new skills

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