

Curriculum Vitae

Male

Number of years working in industry: 26 years 9 months

Candidate ID Number: 22223

Nationality: Dominican

Language Skills:

Fluent: English

Permitted to work in: Dominica, UK - United Kingdom

Position Sought: Regional Senior Manager, Spa Director, Spa Manager, Area Sales Representative

Personal Statement

I'm passionate about the importance of stress reduction in achieving and maintaining good health and know firsthand how essential spa treatments are to achieving this. A visit to the spa is not just a luxury, it's also a necessity! My comprehensive management experience in high-end organic retail, both on the store and corporate levels, has uniquely qualified me to understand the needs of retailers, suppliers, teams, and customers alike and this gives me a broader perspective from which to offer creative ideas and resolutions. Developing and inspiring cohesive, motivated teams to increase sales by leading with integrity and positive energy is my hallmark. I truly believe there are no problems, only creative, mutually beneficial solutions. I have a demonstrated track record of proficiency in all aspects of business operations and am recognized for development of profitable, energized, high-morale teams and for setting underperformers on the road to success. Excellent negotiation, customer service, and problem solving skills with the ability to implement innovative, win-win solutions no matter how daunting the challenge. Educational/professional background in holistic medicine including a Master of Oriental Medicine degree (acupuncture) as well as knowledge of herbs and herbal manufacturing, brings a unique and well-rounded perspective.

Seeking to work in the Dominica, UK and International Locations

Employment History:

September 2013 - Present - Regional Senior Manager at (most recent employer hidden for confidentiality) London, UK - United Kingdom, (Product Company)

Duties included:

Liaison between corporate leadership, store managers, sales team and suppliers. Account Manager for 9 Health & Beauty departments in London and Scotland. Responsible for training and development of sales teams, succession planning, purchasing and supplier negotiations, multiple P&L reports, meeting and exceeding KPI's, sales, margin targets, developing and implementing annual strategic plans and initiatives, and analysing consumer sales trends.

Products worked with:

Dr. Haushka, Weleda, Zents, Dead Sea, Melvita, Ren, Balance Me, AromaNaturals, AnneMarie Borlind

April 1999 - August 2013 - Assistant Manager at Whole Foods Market, Inc, Jacksonville, FL, USA - United States, (High Street Store)

Duties included:

Led and developed 8 product teams and over 120 team members in 53,000 sq ft. store. Transformed underperforming departments via KPI training sessions. Handled all aspects of business operations including: expense and labor budgets and margin targets; customer service and conflict resolution; marketing initiatives; hiring, training, and managing the performance of employees; ensuring compliance with all health, safety, and quality regulations and licenses; supervising physical inventory process to ensure accuracy; monitoring proper maintenance of store equipment and fixtures; conducting and participating in Store Ops and corporate meetings; mentorship and development of team leaders.

Education and Qualifications:

1993 International Institute of Chinese Medicine

Master's Degree in Oriental Medicine

1990 Boulder College of Massage Therapy

Diploma in Massage Therapy

Vocational Qualifications

Excel

Power Point

Public Speaking/Teaching

Event Planning

Hobbies and Interests

Spa visits, Snorkeling, Hiking, Gardening, Travel, History

CV created at www.spastaff.com

