

Curriculum Vitae

Female

Number of years working in industry:

29 years 7 months



Candidate ID Number: 22338

Nationality: Australian, British

Language Skills:

Fluent: English

Permitted to work in: Australia, UK - United Kingdom

Position Sought: Spa Consultant, Regional Senior Manager, Spa Director, Spa Manager, Treatment Manager / Spa Trainer

Personal Statement

With over 18 years of extensive experience in pre-opening and existing operations within the spa industry, I have enjoyed a diverse, hands-on career where I have led by example, helped coach, develop and mentor large and small teams with great success. I demonstrate a high level of attention to detail, a commitment to customer service and an in depth knowledge of all areas of Spa operation. My focus in recent years has been on supporting our young family whilst continuing to develop my skills set and transfer my entrepreneurial capabilities in working with others to harness their passion and reach their goals.

Seeking to work in Australia and International Locations

Employment History:

July 2009 - Present - Spa Consultant at (most recent employer hidden for confidentiality) Hervey Bay , Australia, (Product Company)

Duties included:

Working alongside a team of Naturopaths, I was the Spa Consultant for the Sydney Organic Expo and International Spa and Beauty Expo. I led a passionate team, educating them and sharing the benefits of using certified organic products. Product education, retail sales, stock control, involved with design and operation of expo display, leadership

Products worked with:

Miessence

April 2007 - March 2009 - Spa Director at Owner of Kingfisher Natural Therapy and Beauty, Fraser Island, Queensland, Australia, (5 Star Hotel Spa)

Duties included:

Kingfisher Bay Resort is an internationally acclaimed extensive 261 room Eco-Resort positioned on Fraser Island. I purchased the business with the intention of building a world class Day Spa. The business only had three working areas so I knew I needed to implement best working procedures to increase turnover. By introducing pool side massage and in room treatments I doubled profits within the first year. Another strategy that improved the bottom line was implementing standard operating procedures to increase average guest spend through retail education and recommendation. I retained and re-trained the existing team of therapists and implemented procedures and ongoing training to develop higher standard of treatments, customer service and product knowledge. In line with resort management, I reviewed operating procedures to ensure resort spa guests received the utmost in customer service. To rebrand the business I created the concept, philosophy, menu, resort packages, brochures and prepared copy for press releases as well as redesigning the website and stationary, changed the product lines and upgraded uniforms. Other marketing activities included managing journalist/media and other site inspections/visits. With regards to administration, I projected and implemented P & L/payroll and commission remuneration packages. Stock control and analysis of purchasing standards were also introduced.

Products worked with:

Natspa (at the time it was branded as Natalie), OPI, St Tropez

December 2003 - April 2007 - Owner/operator at Aroma Beauty Therapy, Bribie Island, Near Brisbane, Queensland, Australia, (Home/Mobile)

Duties included:

Working in a small community I invested time in nurturing meaningful relationships and the importance of client loyalty and word of mouth referrals. This is when I decided to go into business for myself learning many new small business skills including marketing, accounting, networking and self motivation. All Beauty Therapy treatments including Massage, Facials, Reiki, Waxing, Makeup

Products worked with:

Natspa (at the time it was branded as Natalie), OPI, St Tropez **Career Break** - Traveling

November 2002 - May 2003 - Senior Therapist at La Residencia Hotel, Deia, Mallorca, Balearic Islands, Spain, (5 Star Hotel Spa)

Duties included:

La Residencia, formally owned by Richard Branson, is a luxurious hotel set beneath the Tramuntana mountains on the west coast of Mallorca. After such a high pressure managerial role in London it was nice to nurture myself and in turn be able to nurture others and be a full time hands on therapist again.

Products worked with:

Guinot, Thalgo, OPI,

July 2000 - September 2002 - Spa Director at Harrington Club, South Kensington, London, UK - United Kingdom, (Day Spa)

Duties included:

Owned by Ronnie Woods, one of the Rolling Stones, this private members club was located in South Kensington and included an Organic Restaurant and Bar area. Set in a beautiful old church the Harrington Club Spa was one of the first Holistic Day Spas in London and introduced La Stone Therapy and the Mandara Massage. I was initially chosen as one of 10 therapists to have intense training for 2 months prior to opening, then soon moved into the management role. This Spa encapsulated Jo Woods (Ronnie's wife) vision and passion for organic living. This high pressured environment saw me working closely with Club management and managing the demands and expectations of challenging directors and celebrities, managing spa operations, recruitment and training of therapists. Other responsibilities included hosting international guest therapists, purchase of stock including the importation of international product lines, liaising with other departments including, HR, Security, Restaurant and Bar, Membership directors, Cleaning and Payroll. Because of the 'A list' clientele the role entailed liaising with media and PR Companies whilst maintaining the complete privacy of our clients.

Products worked with:

Susan Ciminelli, Jurlique, La Phyto

November 1998 - May 2000 - Head Therapist at Island Hair and Beauty, Hamilton Island, Queensland, Australia, (5 Star Hotel Spa)

Duties included:

Working alongside a team of hairdressers we looked after over 500 weddings a year and catered for many International guests. My role mainly focused on beauty treatments including Facials, Manicures, Pedicures, Waxing, Make up. Having a very transient client base from all over the world meant I learnt to deal with people from all cultures, coping with language barriers and other significant cultural differences with ease. My achievements in this role include increased profitability via proficient product knowledge plus confidence and passion for product.

Products worked with:

Thalgo, MD Formulation, Ali Hamylton, OPI

October 1996 - August 1997 - Beauty Therapist at Harrods, Knightsbridge, London, UK - United Kingdom, (High Street Salon)

Duties included:

I was the in house Brand Manager for Thalgo- managing training of therapists and stock control. I was part of a number of training programs and Harrods actively encouraged us to gain as much training as we could. This has always stayed with me and a philosophy I have maintained with my staff. In this role I was given the chance to focus on delivering excellence in my treatments growing as a Therapist, with fantastic team support whilst maintaining the strict client discretion systems put in place by Harrods. I was part of weekly meetings and subject to targets, standards, room checks and various other KPI's; including retail recommendations/sales and home programming.

Products worked with:

Thalgo, MD Formulations **Career Break** - Traveling

September 1994 - September 1996 - Beauty Therapist at Marriott, Surfers Paradise, Queensland, Australia, (5 Star Hotel Spa)

Duties included:

Day Spa opening team This was the first 'Day Spa' of its kind in Queensland and featured 8 treatment rooms in

luxurious surroundings. Being involved from set up, I worked closely with the Leisure Team as part of the newly appointed Spa Team to create a tranquil space for guests to unwind. Whilst I did not realize at the time, this was invaluable experience at an early age and one that highlighted the many practical problems that can arise when a therapist is not involved with design of the work space.

Products worked with:

Thalgo

December 1993 - September 1994 - Beauty Therapist at MIA Group, Brisbane, Queensland, (High Street Store)

Duties included:

Myer/David Jones Hair and Beauty Salons Hands on treatments. High expectation of retail selling. Measured KPIs and very target orientated position

Products worked with:

Thalgo, MD Formulations

Education and Qualifications:

2014 Simple Solutions, Hervey Bay, Queensland

Updated certificate First Aid

2010 Lifeline Fraser Coast, Queensland

Certificate Lifeline Telephone Counseling Communication Course

2000 La Stone Therapy-Stratford Upon Avon, UK

Certificate La Stone Therapy

2000 The British School of Complementary Therapy, Harley Street, London, UK

Certificate Indian Head Massage

1999 Trained with Reiki Master Maggie Bell, Relaxation Clinic, Hamilton Island

Reiki 1 and advanced Reiki Usui Shiki Ryoko Reiki

1993 College of Natural Beauty (Now known as Australasian College of Natural Therapies)

Diploma of Beauty Therapy Herbal Medicine Aromatherapy Swedish Massage Reflexology

1992 Springwood High School, Queensland

Year 12 (School leaving certificate)

Product Training:

June 2004 Natspa

Natalie training school, Brisbane, Queensland Facial and Body Treatments

January 2003 Guinot

Flown to UK for 5 day intensive Ascot, UK All facials including Hydradermie

July 2000 Susan Ciminelli

Susan Ciminelli flown in from New York. On site training Harrington Club, London, UK Facials

July 2000 La Phyto

La Phyto on site training Harrington Club, London, UK Body Treatments using clay based on Your Year of Birth, Time of day for treatments, Earth Energy and Colour Characteristics,

July 2000 Jurlique

Jurlique London Facials

December 1994 Thalgo

Thalgo HQ Brisbane Queensland Body Treatments/Algae wraps, Facials

June 1994 MD Formulations

MD Formulations Brisbane, Queensland Glycolic peeling treatments

Vocational Qualifications

First Aid, PADI Scuba Diving, Latin and Ballroom Dancing

Hobbies and Interests

Yoga, Zumba, Facilitating Women's Circles, Personal Development Workshops

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