

# **Curriculum Vitae**

**Female**

**D.O.B. 20 July 1997**

**Number of years working in industry: 12 years 5 months**

**Candidate ID Number:** 23507

**Nationality:** British

**Language Skills:**

Fluent: English, punjabi, hindi, French

Basic: Spanish

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

**Position Sought:** Spa Consultant, Spa Manager, Spa Co-ordinator, Head Therapist, Treatment Manager / Spa Trainer, Senior Therapist, Beauty Therapist, Skin Clinic Therapist, Massage Therapist, Holistic Therapist, Complementary Therapist, Receptionist, Retail Professional

## **Personal Statement**

A well-presented, eloquent and qualified Level 6 Beauty Therapy student, with an established ability to provide the necessary customer service and care required to ensure overall client satisfaction and five years of experience of working in the beauty industry. I am a very hard working and independent person who works well on their own but also works very well in a team and enjoys sharing ideas and putting my thoughts forward to contribute to the situation. I am known to be trustworthy, self-motivated, confident, outgoing and punctual. I appreciate learning all aspects of my job and want to be an asset to the company. I prefer being busy, and I tend to work well under pressure as I am an optimistic individual. I am familiar working in a fast paced professional environment and give 100% in everything I do and make sure it is done to the highest standard. Committed to achieving and exceeding demanding task that has been placed.

My current life goals are to find a job in the beauty industry I'd like to start off working in a spa or salon and then work my way up so I can increase my experience as I have experience from college, university and working in salons and spas as well as skin clinics in my previous and current job(s). I would also like the chance to work abroad and get my experience in working in a whole new environment as I like to challenge myself and I am open to learning and educating myself on new cultures and respect how other destinations may carry out their treatments and take new skills on board.

## **Employment History:**

**September 2013 - Present - Beauty Therapist** at (most recent employer hidden for confidentiality) walsall, UK - United Kingdom, (College)

### **Duties included:**

- Welcoming clients and customers into the salon.
- Promoting and selling products to clients in the salon.
- Helping to maintain stock levels
- Cashing up and balancing the till
- Taking and recording payments
- Attending to visitors and enquires.
- Meeting clients' needs
- Maintaining professionalism and hygiene at all times.
- Carrying out a variety of services with clients and customers, covering most of the services offered in the salon.
- Recording appointment bookings
- Answering the telephone
- Familiar with products from O.P.I, Nailtiques, Dermalogica and many other brands.

### **Products worked with:**

The products that I am familiar with are:

Dermologica

O.P.I

Nailtiques

Waxing products

Elemis

Vichy

Environ

**April 2019 - Present - Skin Clinic Therapist** at Skin HQ, Birmingham, UK - United Kingdom, (Skin Clinic)

**Duties included:**

- Laser hair removal- Cynosure treated both YAG and Alex clients
- Welcome clients into the clinic and made them feel comfortable
- Open and close clinic independently
- Made sure clinic was always clean and hygienic, also ensured all the rooms were topped up with new products and stock
- Made sure stock levels were high and placed orders from time to time when new stock/products were needed in the clinic
- Practiced health and safety during all times
- Confirmed clients for the following day
- Performed laser and skin consultations suitable for clients' needs to ensure they got the best results
- Trained in Hydrafacials and IS clinical
- Would do treatments and be on reception
- Booking in clients for next treatment
- Call clients to confirm treatments and to review how they got on

**Products worked with:**

- IS Clinical
- Hydrafacials
- Dermaquest
- Cynosure
- Kaseo Beauty
- Microneedling
- Dermaplaning

**June 2017 - October 2018 - Beauty Therapist** at The Club & Spa, Birmingham, UK - United Kingdom, (5 Star Hotel Spa)

**Duties included:**

- Conducting skin analysis and advising clients on skin and body care.
- Performing facial or body massage and treatments, including spa therapy, reflexology and aromatherapy.
- Removing facial or body hair through waxing or electrolysis.
- Lash and brow treatments.
- Applying make-up and advising clients on make-up application techniques.
- Performing manicures and pedicures, massages, facials
- Making appointments, maintaining client records and handling financial transactions.
- Selling and providing advice on cosmetic and skin care products

**Products worked with:**

Elemis

The Spa Factory

Lycon Wax

O.P..I

**June 2018 - June 2018 - Skin Clinic Therapist** at SK;N, Birmingham, UK - United Kingdom, (Skin Clinic)

**Duties included:**

Providing thorough knowledge of the particular products being sold and the cosmetic industry in general.giving results driven treatments to clients such as chemical peels, laser hair removal, microneedling, dermaplaning

- Reads and understands information about new products being developed and emerging on the market.
- Attends workshops and seminars on new product lines.
- Identifies skin types and skin conditions and knows the best products for each one.
- Gives product demonstrations for customers.

**Products worked with:**

Dermaquest

Meseoethetics

Obagi

Candela ND;YAG & Alex

**April 2015 - June 2016 - Retail Professional** at Artisan, Birmingham, UK - United Kingdom, (High Street Salon)

**Duties included:**

Possesses thorough knowledge of the particular products being sold and the cosmetic industry in general.

- Reads and understands information about new products being developed and emerging on the market.
- Attends workshops and seminars on new product lines.
- Identifies skin types and skin conditions and knows the best products for each one.
- Gives product demonstrations for customers.
- Performs makeovers on customers.
- Answers customers' questions and makes nervous customers feel comfortable and relaxed.
- Helps customers find the products that best suit their skin and hair types.
- Sells customers as many appropriate products as possible.
- Asks customers about any skin allergies and makes them aware of any products they should avoid.
- Operates a cash register, credit card machine and computer.
- Meets or exceeds specified sales goals.
- Makes follow up phone calls to customers and verifies that they are satisfied with the products they purchased.
- Mails flyers or sends emails to customers to notify them of upcoming sales and special promotions.
- Orders new products when necessary.
- Stocks shelves and display counters.
- Manages the product inventory.
- Cleans cosmetic counters and floors.
- Produces sales reports for managers.

**Products worked with:**

Dior

Chanel

Elemis

IS Skincare

Paco Robanne

**Education and Qualifications:****2016 Walsall College**

NVQ LEVEL 1-3

Beauty Therapy

**2016 University College Birmingham**

Degree

Beauty therapy management (BA) Hons

**2015 Walsall College**

I started Walsall College September 2013 where I had started beauty therapy level one.

I am currently on level two and I will finish in 2015 and I am hoping to go onto level three

## **2013 Great Barr**

English: A

English lang and lit: B

Maths: D

Science: C

Additional Science: D

French:C

Religious Education: D

Sociology:D

Music: Merit

## **Product Training:**

### **May 2019 IS Clinical**

Skin HQ

Fire and Ice Facials

IS Clinical products

### **August 2018 Dermaquest OBAGI**

SK;N

Chemical peels & product knowledge

### **January 2015 Dermalogica**

Walsall College

University College Birmingham

Dermalogica is a well known high end product.

Used specifically for facials and to introduce into clients' skin care regime to help sell and promote products

I have learnt about different types of cleansers, moisturisers and toners as well as scrubs and I am able to recommend the correct type of products for different skin types after -face mapping and observing the client's skin and lifestyle through detailed consultations.

## **Vocational Qualifications**

- Can easily learn new information and quickly learn how to use new technologies also take on new responsibilities.
- Works well with people by listening, understanding and supporting others. Can also persuade others and resolve conflict by communicating efficiently as well as reacting positively to any challenges put forward.
- Fully aware of health and safety policy, COSHH and fire procedures.
- Experience of nail technology, waxing, facials and many other treatments
- Keeping up to date with new beauty treatments and products being developed.
- Ability to identify problems and gather information, making judgements on facts.
- Strong interpersonal skills developed through past experiences
- Ability to build rapport with others quickly
- Able to speak Punjabi and French fluently.
- IT skills

## **Hobbies and Interests**

I enjoy listening to music, and reading. I like to socialise and meet new people. In my spare time I enjoy meeting with my friends and family. I also enjoy pampering myself and giving other people treatments so they can feel more relaxed.

