

Curriculum Vitae

Female

D.O.B. 14 October 1986

Number of years working in industry:

12 years 8 months



Candidate ID Number: 23537

Nationality: British

Language Skills:

Fluent: English

Basic: Spanish

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

Position Sought: Assistant Manager, Head Therapist, Treatment Manager / Spa Trainer, Senior Therapist

Personal Statement

I come from an administration / finance background and have 15 years experience in customer facing roles. I retrained in spa therapy and currently hold a diploma through CIDESCO, as well as being ITEC international certified. I have 4 years experience as a therapist in the Spa Industry based in multi-cultural 5 star hotels.

Always giving my full effort in all that I do and focusing on teamwork, integrity and respect. I do my best to provide every guest with a unique individual experience by catering to their personal needs.

I can work as part of a team as well as using my own initiative to get things done. In addition to being an organised individual I am quick to grasp new ideas and concepts and can demonstrate a high level of motivation required to reach targets. Even under significant pressure, possess a strong ability to perform effectively.

As a very ambitious individual looking to take steps to move into management, I am eager to take on extra responsibility with the opportunity to develop my skills and assist the team in any way I can.

My passions are training / development, holistic therapies and sports massage. I hope to continue to work my way up to area management level and work in locations throughout the globe.

Seeking to work in the UK, UAE and International Locations

Employment History:

January 2017 - Present - Assistant Manager at (most recent employer hidden for confidentiality) Edinburgh, UK - United Kingdom, (5 Star Hotel Spa)

Duties included:

Managing Operations

Revenue Management

Recruitment

Training and Team Development

Inventory / Stock Control

Scheduling / Rotas

Administration

Customer Service and Client Care

Products worked with:

Guerlain

Margaret Dabbs London

June 2016 - December 2016 - Beauty Therapist at Guerlain Spa at Waldorf Astoria, Edinburgh, UK - United Kingdom, (5 Star Hotel Spa)

Duties included:

Training

Stock Count

Treatments

Reception

Retail

Products worked with:

Guerlain

Margaret Dabbs

Leighton Denny

September 2015 - June 2016 - Massage Therapist at Sheraton Grand Hotel & Spa, Edinburgh, UK - United Kingdom, (5 Star Hotel Spa)

Duties included:

- Providing 5 star service to all guests
- Performing ESPA treatments as per protocols
- Active retailing
- Spa Blog contributor

Products worked with:

ESPA

LI'TYA

Leighton Denny

Lycon

July 2013 - July 2015 - Department Trainer / Therapist at Fairmont hotels and resorts, Dubai, UAE - United Arab Emirates, (5 Star Hotel Spa)

Duties included:

Spa Therapist

- Responsible for inventory and stock ordering through Birch Street
- Departmental trainer
- Assisting with Therapist Rota / Schedule
- Taking care of VIP / media guests – Whats On Dubai, Grazia, Italian Vogue, Magazin Exclusiv
- High number of repeat guest bookings
- Reception cross training
- Performing all spa treatments including scrubs, wraps, massage and facials; 30, 60, 90 minutes.
- Performing salon treatments including waxing, manicure, pedicure and tinting.
- Providing guests with aftercare and knowledge of Kerstin Florian International and Le Sens De Marrakech products.
- Ensuring guest feels pampered throughout their spa experience.

Products worked with:

- Kerstin Florian
- Le Sens de marrakech
- Australian bodycare
- OPI

March 2013 - July 2013 - Massage Therapist at Fairmont Hotels & Resorts, St Andrews, UK - United Kingdom, (5 Star Hotel Spa)

Duties included:

- Casual massage therapist - as and when required.
- Providing 60 and 90 minute massage.

Products worked with:

- Kerstin Florian

Education and Qualifications:

2016 Raison D'etre

- Certificate
- Spa Management

2013 Mary Reid International Spa Academy Edinburgh Scotland

- CIDESCO ITEC international
- Spa Therapy
- Beauty Therapy
- Holistic Massage
- Indian Head massage
- Deep Tissue Massage
- Facial and Body Electricals

2008 Napier University

- Business Finance - Ceritficate of HIgher Education

Product Training:

August 2016 Guerlain

- Guerlain Spa
- Guerlain product training
- Guerlain treatment training

October 2015 ESPA International

- Sheraton Grand, by ESPA international trainer
- ESPA Essentials training
- ESPA Stone Therapy
- ESPA Fitness Massage

August 2013 Kerstin Florian international

The Product House, Dubai, UAE

Full KFI treatment menu including scrubs, wraps, facials, massage.

Body and face product training - Essentials Skincare, Correcting face & body, Caviar

Vocational Qualifications

Bookkeeping

First Aid

Software programs - SpaSoft, Spa Booker, Opera, BirchStreet, Microsoft Office

Hobbies and Interests

Reading, Running, Yoga, Skiing, Walking outdoors, Fitness, Movies

CV created at www.spastaff.com

