

Curriculum Vitae

Female

D.O.B. 07 December 1995

Number of years working in industry: 10 years 7 months

Candidate ID Number: 23734

Nationality: British

Language Skills:

Fluent: English

Permitted to work in: UK - United Kingdom

Position Sought: Assistant Manager, Head Therapist, Senior Therapist, Massage Therapist, Holistic Therapist, Area Sales Representative, Spa therapist

Personal Statement

- People management, leadership, motivation and mentoring limited resources and to tight operational and financial deadlines
- Project Management/Operations planning; for up to 35 persons and organising overseas major events
- Excellent communication and interpersonal skills; reporting to the MD and other business stakeholders/partners
- Analysis and problem solving; delivering continuous improvement and sustainable change
- Strong proven stakeholder management skills
- Fluent and well-established communication skills
- Proven business/contract negotiations experience
- Strong Team Player with a 'can do' attitude than can overcome any scenario
- An accomplished multi-tasker
- Always delivers on time and within budget that exceeds expectations.

Employment History:

May 2018 - Present - Customer Support Associate at (most recent employer hidden for confidentiality) Glasgow , UK - United Kingdom, (Home/Mobile)

Duties included:

Customer Support Associate for the largest independent supplier of contract sterilisation in the United Kingdom and Ireland, covering 12 countries with over 400 clients. My key responsibilities are: -

- Stretch people manager role for the Customer Support Team
- Accountable for Customer proposals, contracts and distribution agreements
- Responsible for the day to day Customer Contact and the on-going relationship management throughout the projects
- Overall responsible for all Event Organisations - travel, conferences and Customer meetings
- Attend overseas conferences with key focus on generating new customers.

March 2018 - May 2018 - Yard Supervisor at Avonside XC, Falkirk, UK - United Kingdom, (Home/Mobile)

Duties included:

Sole charge of yard and horses while owners away on holidays as well as day-to-day work. During this time also looked after Strawberry Fields Equestrian which is my own equine business where I bring on horses in schooling or backing livery as well as sales livery where I train the horse to the clients' requirements and deal with potential buyers. I also groom at competitions and cover holidays for all types of yard and clients with diverse requirements.

July 2017 - February 2018 - Spa Therapist at Sheraton , Edinburgh , UK - United Kingdom, (5 Star Hotel Spa)

Duties included:

- Spa therapist
- Carry out a variety of treatments with confidence and competence
- Communicate with people of all levels throughout the company
- 5* Customer service
- ESPA essential treatment trained and pre/post-natal treatments
- Helping maintain high levels of appearance expected for a 5* hotel and spa.

Products worked with:

ESPA

October 2015 - August 2017 - Massage Therapist at Art de la Beaute , Central Scotland , UK - United Kingdom, (Home/Mobile)

Duties included:

Art De La Beaute is my own massage therapy business, which has been a huge learning curve for me. It has helped me understand and appreciate the effort and dedication required for running your own business – meeting clients’ specific requirements, time scales, financial management, stock management, advertising and sales.

February 2015 - June 2015 - Spa Therapist at MacDonald Hotels , Falkirk, UK - United Kingdom, (Hotel Spa)

Duties included:

- Spa therapist
- Carried out a variety of treatments with confidence and competence
- Communicate with people of all levels throughout the company.

Products worked with:

Elemis

Education and Qualifications:

2015 Mary Reid International Spa Academy

NVQ level 2 and 3 ITEC - beauty specialist and facial electricals CIDESCO - beauty and spa therapist ITEC - Body (awaiting results)

Mary Reid Spa and Beauty therapist

included:

Indian Head massage, Hollistic massage, deep tissue massage, body masks and wraps, exfoliation, body electricals, facials, facial electricals, facial massage, tinting, manicures, pedicures, introduction to aromatherapy

2014 Mary Reid Spa Academy

- CIDESCO & Diploma in Beauty Specialist, Facial Electricals, Massage & Body Therapy – The Mary Reid International Spa Academy – (May 2015)
- ITEC

2012 St.Mungos High school

Mathmatics - intermediate 2 - A

English - Standard Grade - 3

Geography - Standard Grade - 2

French - Standard Grade - 3

Biology - Standard Grade - 3

Chemistry - Standard Grade - 3

Home Economics - Standard Grade - 3

Duke of Edinburgh - Bronze and Silver award

Vocational Qualifications

HNC in equine studies

Hobbies and Interests

Hill walking, Horse riding, running and the gym.

CV created at www.spastaff.com

