

# **Curriculum Vitae**

**Female**

**D.O.B. 06 November 1973**

**Number of years working in industry: 11 years 1 month**

**Candidate ID Number:** 23809

**Nationality:** Belgian

**Language Skills:**

Fluent: English, dutch/flemish, French

Basic: German, Italian

**Permitted to work in:** European Union, UK - United Kingdom

**Position Sought:** Massage Therapist

## **Personal Statement**

Well organised with a strong background in support, customer service and communication. Passionate about well-being and complementary therapies. Possessing significant communication skills along with empathetic listening skills.

Seeking to work in Belgium, UK and International Locations

## **Employment History:**

**December 2014 - Present - customer service assistant** at (most recent employer hidden for confidentiality) edinburgh, UK - United Kingdom, (Product Company)

### **Duties included:**

- Responsible for the afternoon and evening bakery activities. Daily activities involving baking, replenishing stock, planning bread and pastries for next day.
- Helping in the shop and at the till. Activities including informing and assisting customers, stacking shelves, handling cash.

**Career Break** - Training - industry-related

**March 2014 - August 2014 - Service Desk technician** at Modis, edinburgh, UK - United Kingdom, (Product Company)

### **Duties included:**

- Providing IT customer support to Standard Life employees. Daily activities involving answering email and telephone queries from internal and external users; informing and assisting users, updating internal systems.

**Career Break** - Job hunting

**October 2012 - December 2013 - Product specialist** at Sykes Global services, edinburgh, UK - United Kingdom, (Product Company)

### **Duties included:**

- Providing customer service in English, French and Dutch. Daily activities involving answering email, fax and telephone queries from internal and external customers; informing and assisting customers; creating customer

accounts; booking orders; sending invoices and dealing with complaints.

### **Career Break - moving from Belgium to Scotland**

### **May 2009 - April 2012 - Knowledge Administrator** at TUC RAIL, Brussels, Belgium, (Product Company)

#### **Duties included:**

- Writing and follow up of procedures and internal projects. Tasks involved writing of procedures, designing processes and giving training and presentations.
- Providing technical and operative support. I was responsible for the department computing structure (incident management, granting of access and implementation of a Sharepoint platform) and the Reporting (gathering and analysing information, milestones follow up, writing reports, drawing plans).
- Providing administrative and organisational support. My daily activities included the coordination of the administrative team, the implementation of a new filing system, organising meetings and writing minutes of meeting.

### **Career Break - Job hunting**

### **July 1998 - February 2009 - Key user** at Atos Worldline, Brussels, Belgium, (Product Company)

#### **Duties included:**

July 2007 to February 2009

- Providing operative support and responsible for internal communication: incident management, granting program access, giving training and support, writing and sending newsletters, spreading information, updating the Intranet, collecting information and writing manuals to contribute to the new corporate website.

Team Coach and Trainer January 2005 to July 2007

- Responsible for the coordination and training of a team of 15 agents involving activities as coaching and reporting on a daily basis and evaluating the agents on a yearly basis.

Technical expert January 2001 to January 2005

- Conception of manuals.
- Providing assistance to internal and external customers.

Customer service adviser July 1998 to January 2001

- Providing technical and administrative support to internal and external customers.
- Handling with complaints.

### **November 1995 - July 1998 - Retail Professional** at Veritas, Brussels, Belgium, (Product Company)

#### **Duties included:**

- Responsible for advising customers, ordering goods, stock control and sale.

### **Education and Qualifications:**

#### **2015 the complementary therapy school, Edinburgh, Scotland**

diploma

clinica reflexology

#### **2015 Shirley Price college of Aromatherapy, Hinckley, England**

Diploma

clinical aromatherapy

### **2015 gateway workshop, Paisley, Scotland**

certificate

Seated acupressure/on-site chair massage

### **2015 Gateway workshop, Paisley, Scotland**

Certificate

Deep Tissue Massage

### **2015 Mary Reid International Spa Academy**

ITEC Level 3

Holistic Massage Diploma (Anatomy & Physiology, Swedish Massage, Business awareness & Professional conduct, First aid)

### **2015 Gateway Workshops, Paisley, Scotland**

Certificate

Indian Head Massage

### **2007 Institut Diderot**

Postgraduate degree in Graphic Design - passed with distinction

### **1995 ISTI**

Bachelor degree in translation and linguistics, in French, Dutch and English. Passed with merit

## **Vocational Qualifications**

Computing skills: Office 2007 (Word, Excel, Powerpoint, Visio), Oultook, Internet, Sharepoint 2010. Graphic softwares (Photoshop, Illustrator, Quark Xpress, InDesign).

## **Hobbies and Interests**

Well-being and alternative therapies (aromatherapy, handmade cosmetics, massage), walking, yoga, cycling.

Paper crafts (organising weekly workshop in a craft shop in 2011), writing, interior decoration.

CV created at [www.spastaff.com](http://www.spastaff.com)

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