

Curriculum Vitae

Female

D.O.B. 11 June 1981

Number of years working in industry: 12 years 11 months

Candidate ID Number: 24113

Nationality: British

Language Skills:

Fluent: English

Good: French

Permitted to work in: UK - United Kingdom

Position Sought: Salon Manager, Spa Co-ordinator, Assistant Manager

Personal Statement

An accomplished & self motivated manager, with 10 years experience in the beauty & retailing industries. A strong sales background, excellent organisational skills & a passion for achieving results.

Thrives under pressure & enjoys new challenges, learning new skills & developing individuals.

Key transferable skills & attributes:

- Experienced in managing teams to achieve sales targets.
- Motivating, leading & developing others to achieve constantly high standards.
- Flexible & adaptable, relishes new challenges.
- Exceptional customer service skills, consistently exceeding customers' expectations.
- Friendly and supportive, builds strong relationships with team and manager.
- Sales focused whilst maintaining the brand ethos and vision.
- Communicates effectively in order to bring about change and improvement.

Seeking to work in the UK

Employment History:

July 2010 - November 2014 - Treatment Manager / Spa Trainer at (most recent employer hidden for confidentiality) London, UK - United Kingdom, (High Street Store)

Duties included:

Overseeing the day to day running of one of two Lancôme beauty rooms in the country, managing 2 beauty therapists & recruiting new clientele

Projecting, collating & reporting sales figures and targets

Trade reports

Performance managing

Partook in events for the company internal to the store and also externally including a live web chat to promote the brand and products

Taking ownership of & being responsible for ensuring all team members play their part in meeting & exceeding counter targets

Managing staff rotas & promotional calendars. Ensuring productivity is fully maximised

Attending monthly London Business Manager Meetings, taking accurate minutes & communicating the themes of the meetings to the team.

Training, leading & motivating a team of up to 18 Beauty Advisors

Ordering & maintaining stock

Ensuring counter visual standards are adhered to & always delivered in line with the brand guidelines

Peter Jones £950,000 8 person account

Boots Oxford Street £750,000 5 person account Selfridges £1.4 million 18 person account

Debenhams £1 million 8 person account

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Products worked with:

LANCÔME

October 2007 - June 2008 - Assistant Manager at Ise de France, St Barthelemy, Saint Barthelemy, (5 Star Hotel Spa)

Duties included:

Exceptionally high standard of 5* beauty therapy treatments using the Molton Brown concept.

Ensuring the secure daily handling of monies.

Driving and achieving retail targets and treatment rebooking. Managing the promotional calendar.

Products worked with:

Molton Brown

July 2005 - September 2007 - Assistant Manager at Dior, Peterborough/London, UK - United Kingdom, (High Street Store)

Duties included:

Achieving daily, weekly and monthly sales targets set.

Maintaining all aspects of the counter to flagship standards.

Took on additional responsibility of assisting the team in developing their clientelling skills to drive business for the Account.

ACCOUNT MANAGER

PARFUMS CHRISTIAN DIOR

John Lewis, Peterborough July 2005 – April 2006

Achieving daily, weekly and monthly sales targets set

Reporting all weekly and monthly figures to the Regional Sales Manager

Ordering and maintaining stock levels

Products worked with:

Dior

July 1999 - April 2005 - Beauty Therapist at Ragdale Hall, melton Mowbray, UK - United Kingdom, (5 Star Hotel Spa)

Duties included:

Overseeing and ensuring the smooth day-to-day running of the department

Communicating and delegating tasks effectively to ensure all objectives and standards were achieved

Undertaking regular product procedures, leading by example and ensuring up to date knowledge at all times by training and developing team members

Assisting the Beauty Manager with sales and marketing activities within the department; ensuring growth is achieved by raising awareness to both existing and potential new, external customers

Taking ownership of and being responsible for ensuring all administration Carried out monthly meetings

Products worked with:

Clarins

Elemis

Decleor

Kanebo

Guinot

Nailtiques

Education and Qualifications:

1999 Peterborough regional college

NVQ 2 and 3

NVQ 2 and 3 Beauty Therapy

1997 Orton Longueville

Orton Longueville School, Peterborough 1992-1997

GCSE – Grades B – C, including core subjects Mathematics & English.

Product Training:

June 1999 Lancome Dior Clarins Kanebo Guinot

Peterborough Regional College

Hobbies and Interests

I am a friendly, outgoing person who enjoys travelling to new and exciting destinations, spending time with my friends

and family, reading, watching films and going to the gym.

CV created at www.spastaff.com

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