

# Curriculum Vitae

**Female**

**D.O.B. 13 June 1985**

**Number of years working in industry: 16 years 4 months**

**Candidate ID Number:** 24656

**Nationality:** Australian, Hungarian

**Language Skills:**

Fluent: English, Hungarian

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

**Position Sought:** Assistant Manager, Holistic Therapist, Complementary Practitioner, Receptionist

## Personal Statement

I have recent administration experience working for Orange Models. Through my previous and current roles I have received training on staff management and customer service. I feel that these skills are transferable, as in my various roles I have been working with clients that are accustomed to a high standard of service, efficiency and results. I have successfully worked in management for the past five years with luxury brands. I have managed small teams; motivating and organising them to achieve and surpass targets and expectations. Through my previous experience I gained excellent customer service, management and teamwork skills, as I really enjoy working with people. I consider myself approachable, well organised and proficient in multitasking. I am hard working and enjoy variety in my work; I approach every task with diligence. Previously I have demonstrated I can develop an understanding of new systems and procedures promptly as I am quick and eager to learn. For the past two years I have gained experience working with holistic therapies and have enjoyed it greatly. I would very much like to work in a spa environment full time to expand my growing knowledge for this industry.

## Employment History:

**February 2015 - Present - Reiki Practitioner** at (most recent employer hidden for confidentiality) London, UK - United Kingdom, (Home/Mobile)

### Duties included:

- Listening to the needs of the individual client and assessing the treatment which may be best for them
- Understanding the current medical conditions of the client in order to make sure they are not exposed to treatments which may be risky
- Discussing treatment plans with the client and altering them if necessary
- Assessing the session with the client after the treatment has ended
- Responsible for contacting existing clients to discuss their needs, and to explain how these needs could be met by specific products and services
- Answer customer's questions about products, prices and availability
- Maintains client records

**July 2014 - Present - Crystal Healer** at Freelance , London , UK - United Kingdom, (Home/Mobile)

### Duties included:

- Good spoken communication skills
- Patience and a friendly manner
- A sensitive and non-judgmental approach
- The ability to empathise with clients
- The ability to inspire confidence in clients
- Accurate record keeping skills

**January 2016 - March 2016 - Modelling Manager** at Orange Models , London , UK - United Kingdom, (Product Company)

### Duties included:

- Screening and short listing candidates
- Meet and greet new clients
- Keeping records of clients
- Managing staff and clients diaries
- Managing emails and correspondence
- Contacting potential agencies for clients
- Styling models for creative shoots

**August 2014 - December 2015 - Assistant Manager** at Joseph , London, UK - United Kingdom, (High Street Store)

**Duties included:**

- Making sure the shop floor runs smoothly
- Meet the store's monthly targets and handle budgets
- Recruit and train staff
- Deal with any inquires and complaints
- Managing and maintaining high levels of customer service.
- Put together rotas and shifts
- Visual merchandising
- Managing Deliveries
- Assisting in Fashion show's, London / Paris
- Managing Diaries / Appointments for staff and clients
- Managing emails and correspondence

**March 2014 - August 2014 - Store Manager** at Brora, Richmond, UK - United Kingdom, (High Street Store)

**Duties included:**

- Monitoring monthly KPI reports and action plan to meet and improve on KPI targets
- Instilling a culture of exceptional service within the team and monitoring product knowledge to achieve this, taking action to improve where necessary
- Using strong presence and leadership skills to coach the sales team to maximize sales and service opportunities
- Proactively managing the performance of the store by leading and motivating the team
- Setting high standards of the store presentation and service levels
- Responsible for all operations and the health and safety of the store/area

**July 2008 - March 2014 - Store Manager** at Cologne & Cotton, London, UK - United Kingdom, (High Street Store)

**Duties included:**

- Managing and controlling the overall operation of the store ensuring the best experience for the customers and maximizing all sales opportunities in line with company policies and procedures
- Reviewing and securing the required levels of profitability
- Recruiting, training and developing my retail staff to encourage effective performance and to achieve store targets.
- Managing and maintaining high levels of customer service
- Managing the stores displays, stock levels and visual merchandising
- Setting and exceeding daily targets
- Ensuring controllable costs were kept within budget
- Maintaining financial records and controlling the security arrangements of the store.
- Managing and maintaining the store floor standards
- Ensuring compliance to company processes i.e. managing deliveries, merchandising, and dealing with suppliers, etc
- Liaising with customers on a daily basis and resolving any issues or complaints they may have had.

**August 2008 - July 2009 - Administration** at Royalties Rescue, London, UK - United Kingdom, (Product Company)

**Duties included:**

- Research for projects
- Managing emails and correspondence
- Booking travel
- Registering Clients/Performers to Associations around the world
- Updating of contact lists
- Typing

**April 2007 - May 2008 - Administrator, Receptionist** at Spotlight , Melbourne, Australia, (High Street Store)

**Duties included:**

- Front desk: first point of contact. Meet and greet the Firm's clients and staff
- Filing
- Photocopying and binding
- Updating of contact lists
- Managing emails and correspondence
- Research for projects
- Managing diaries
- Answering the phones
- Help screen incoming calls

- Book couriers and travel requirements
- Scheduling meeting rooms
- Providing refreshments

## **Education and Qualifications:**

### **2015 Gateway Workshops**

Practitioners Diploma Natural Lift Facial Massage/ Facial Rejuvenation

### **2015 Gateway Workshops**

Practitioners Diploma Indian Head Massage

### **2015 Gateway Workshops**

RASA Practitioners Diploma

Reiki and Seichem Healing Level 1 & 2

### **2014 Gateway Workshops**

Practitioners Diploma

Crystal Healing

### **2008 JMC Academy Australia**

Bachelors Degree in Entertainment and Music

Music

### **2004 Victorian College Of the Arts- The University Of Melbourne Australia**

Certificate

Music Performance (Improvisation)

### **2002 Hampton Park**

School Leaving Certificate

English

Maths

Psychology

Studio Art

Textiles

## **Vocational Qualifications**

- First Aid Trained
- Windows - Word: Advanced
- Excel: Advanced
- Power Point: Advanced
- Data Entry: Advanced

## **Hobbies and Interests**

- Holistic Therapies, Clean Living • Writing/Composing Music • Indoor Rock climbing • Horse Riding • Travel • Social events As an energetic person, this enthusiasm and drive feeds through to my work where I seek constant challenge and improvement.

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