

# Curriculum Vitae

Male

D.O.B. 23 August 1977

Number of years working in industry: 11 years 5 months

**Candidate ID Number:** 25230

**Nationality:** Portuguese

**Language Skills:**

Fluent: English, Portuguese

Good: Spanish, Italian

Basic: French, Arabic

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

**Position Sought:** Treatment Manager / Spa Trainer, Beauty Therapist, Skin Clinic Therapist, Massage Therapist, Holistic Therapist, Complementary Practitioner, Complementary Therapist, College Tutor

## Personal Statement

A well-presented, articulate and capable Certified Beauty & Massage Therapist & Reiki Practitioner. Outgoing, friendly attitude, proactive, "switched on" person, with a charismatic & approachable character. A strong multi-lingual communicator and negotiator. Possess an ability to provide the necessary customer service and care required to ensure overall client satisfaction.

Dynamic Project Management professional with transferable experience honed in the Hospitality, Airline, Retail Industries, within the global ICT and telecoms sector. Employed outstanding technical, financial, project management and organisational skill-set within a fast paced, evolving environment. Work well under pressure, great team player as well as able to work individually, thrive in working with a multi-cultural team & guests alike.

Seeking a progressive holistic position/challenge within the Fitness, Beauty and Health Industry with an exciting, innovative, forward thinking enterprise, with opportunities not only to further my experience/skills as well as to allow for career progression and European/worldwide travel.

- In the near future I wish to further my knowledge/studies into skin analysis, how certain products work with different types of skin, learning all the modern concepts of treatments as well as I have a keen interest to pursue my Teacher Training PTLLS and DTLLS as to further my knowledge and expertise.
- I also have an interest to learn more about trigger point massage for pain relief, I am also very keen to pursue Ayurvedic Medicine, not only to improve my healthy status but assist others finding their health and happiness, I would like to gain teacher qualifications in Yoga as well as Crystal Healing, Regression Healing and various other forms of healing.

Seeking to work in the UK

## Employment History:

**February 2015 - Present - Beauty Therapist** at (most recent employer hidden for confidentiality) London Heathrow Airport, UK - United Kingdom, (Day Spa)

### Duties included:

Main Duties :

- Practice of relaxation techniques: back massages (chair), foot massages, table massages.
- Practice of beauty techniques : manicures ( OPI polish & gelcolour), pedicures ( OPI polish & gelcolour) , facials, threading, waxing
- Selling of well-being services (relaxation and beauty)
- Selling of well-being products (Be Relax brand)
- Application and retail of Dermalogica's products
- Selling and use of the Oxygen Aromatherapy service
- Achieving monthly Spa targets as a therapist as well as Spa's concrete turnover objectives
- Mentor new starters

- Respect the main duties, the values and objectives of Be Relax

Responsibilities:

- Running and cleaning of the SPA
- Administrative management of the SPA ( stock, cashing up, logs, tools)
- Practice of day to day management

**Products worked with:**

OPI, Dermalogica, Be Relax

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

**October 2014 - Present - Holistic Therapist** at Nunicoz Beauty Massage and Reiki Healing, London, UK - United Kingdom, (Home/Mobile)

**Duties included:**

Catering for your all your needs in Beauty & Massage Treatments. I am also a Usui Reiki Practitioner and can combine treatments to promote the maximum benefits to your inner self which in turn reflects into your external self and life.

**Products worked with:**

Elemis, Liz Earle, Skin Truth

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

**July 2014 - September 2014 - Senior Project Coordinator** at Chara-Todah Ltd, London, UK - United Kingdom, (Home/Mobile)

**Duties included:**

Helping a friend managing her projects, gathered and analysed information, providing administrative support, data research, filing, archiving, project documentation data integrity control, handling some e-mail communication, stakeholder management , tracked project deliverables against agreed timelines.

**Career Break** - Job hunting

**July 2011 - February 2014 - Order Management Officer** at NTT EUROPE LTD, London, UK - United Kingdom, (Product Company)

**Duties included:**

- Contributed to process improvements with OBS service provider
- Re-structured the Project Management team for Canon project
- Leveraged knowledge of OBS and contracts to assist internal departments
- Co-ordinated site moves, linked teams and contributed to successful project outcomes across locations in Asia, Africa and Europe
- Financially astute with P&L awareness
- Delivered assigned projects on time and tracked project deliverables against agreed timelines set
- Ensured that new processes blended with existing working practices
- Gathered and analysed information, organising tasks employing a deadline oriented approach

**October 2007 - April 2011 - Circuit Procurement Project Manager** at Orange Business Services, Cairo, Egypt, Egypt, (Product Company)

**Duties included:**

- Responsible for telecom sourcing across EMEA, with pre and post-sales in Portugal, Luxembourg, Norway, Japan, France and Brazil for the global integrator of communications solutions
- Expanded pre and post-sales sourcing, contracting, technical specification, market analysis, benchmarking and negotiation skills
- Obtained international telecom network and business management experience

- Capitalised on contracts negotiated by regional telecom sourcing to further reduce costs and improve access margins
- Introduced then updated a Carrier Offer database and performed regular benchmarking.

**January 2006 - September 2007 - Service Delivery Manager** at Orange Business Services, Cairo, Egypt, (Product Company)

**Duties included:**

- Adeptly performed a dual role as Service DM for the UK team and Local DM for SIA DSL team for Portugal
- Embraced an increasing level of ownership on initiatives
- Interim Project Manager for top 10 clients; tracked all service components such as equipment, circuits and configurations
- Led provisioning for DSL projects, set up implementation schedules and validated orders

**June 2004 - January 2006 - Technical Support Engineer** at Orange Business Services, London, UK - United Kingdom, (Product Company)

**Duties included:**

- Acquired detailed knowledge of IT and telecoms, answering inbound calls and starting process of restoring customer services.
- Focused on accuracy of fault-reporting data entry, liaising with other departments to resolve inadequacies in data or compliance.
- Efficiently monitored all cases, providing continual updates to customer in line with objectives.

**Education and Qualifications:**

**2014 The Training Room London Academy 2/3 North Mew, London, Greater London, United Kingdom, WC1N 2JP.**

ITEC Level 3 Diploma in Beauty Therapy

- Body Massage
- Stone Therapy Massage
- Indian Head Massage
- Massage Using Pre-Blended Aromatherapy Oils
- Microdermabrasion
- Threading
- Enhance and Maintain Nails through usage of UV Gel
- OPI Gel Nails (with certification)
- Client Care And Communication In Beauty Related Industries
- Monitor and Maintain Health and Safety Practice in the Salon

**2014 Via Michael Kaufmann Reiki Master & Teacher, London, The Light Centre**

USUI REIKI Method Level 2 Practitioner (Okuden) Certification

Reiki

**2014 Via Michael Kaufmann Reiki Master & Teacher, London**

USUI REIKI Method Level 1 (Shoden) Certification

Reiki

**2013 The Training Room London Academy 2/3 North Mew, London, Greater London, United Kingdom, WC1N 2JP.**

ITEC Level 2 Diploma in Beauty Therapy Treatments

- Facial Skincare
- Eyelash and Eyebrow Enhancement Treatments
- Apply Make-Up
- Apply Individual Permanent Lashes
- Manicure Treatments
- Pedicure Treatments
- Remove Hair Using Waxing Techniques
- Working In The Beauty Related Industries

- Salon Reception Duties
- Client Care And Communication in Beauty Related Industries
- Display Stock to Promote Sales in a Salon
- Health and Safety Practice in the Salon

## **Product Training:**

**November 2014**    **OPI Lacquer and Gelcolour**

The Training Room, London

- How to prep nails for application of gelcolour, using OPI products
- How to apply OPI nail lacquer, using their special brush
- How to apply gelcolour and lamp

## **Vocational Qualifications**

- PRINCE 2 Foundation & PRINCE 2 Practitioner Certificates,Ongoing
- MS Project refresher training, Introduction to SharePoint, 2011
- PMP V.4 and V.3 courses; MS Project / MS Office tools refresher training 2007 - 2009
- ITIL Introduction; Customer Satisfaction; Lotus Notes; Team Leading 2004 - 2007 PMP; Sesam; Gold; Fileade; Mach X; CCNA; Six Sigma Certificate - OBS
- Amadeus, Worldspan, PARS, & Qik-Res,1999
- Training & Development attended with Radisson Hotels & Resorts,1996- 1998
- Understanding Hotel Operations / Effective Communication / Planning for Business / Supervising People /Understanding Differences / Supervising Operations / Teamwork / Adaptability /Customer Focus / Drive for Results;
- Systems: Macros, Fidelio, POS, HIS

## **Hobbies and Interests**

Healing, Reiki, Crystal Healing, Holistic and Massage Therapies, Beauty, Makeup artistry, photography; architecture; swimming; bowling; travelling, arts, theatre, visiting and exploring diverse worldwide cultures

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