

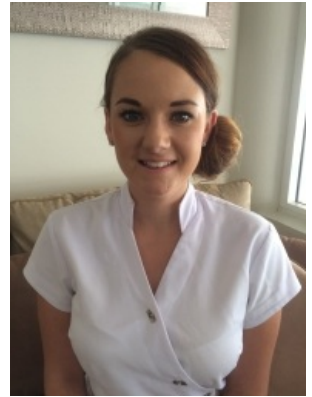
# Curriculum Vitae

**Female**

**D.O.B. 29 March 1992**

**Number of years working in industry:**

**14 years 2 months**



**Candidate ID Number:** 25334

**Nationality:** British

**Language Skills:**

Fluent: English

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

**Position Sought:** Spa Co-ordinator, Beauty Therapist, Massage Therapist, Receptionist

## Personal Statement

As an experienced Clinic Co-ordinator and Dermal Practitioner in an Cosmetic Environment my communication skills and organisational abilities could help your company achieve its goals. Active and potential clients will be impressed with client services, treatments and product knowledge, securing a regular clientele and allowing long-lasting relationships to be formed.

Seeking to work in the UK, Australia, International Locations and Cruise Ships

## Employment History:

**March 2015 - Present - Beauty Therapist** at (most recent employer hidden for confidentiality) Darwin NT , Australia, (Day Spa)

### Duties included:

As a Part Time Beauty Therapist and Receptionist, a typical day involves the completion of scheduled treatments, customer service and answering customer enquiries and taking future bookings. With Beauty Therapy qualifications I am able to provide and complete high standard treatments such as Waxing, Eye and Brow Treatments, Facials, Nail treatments and a range of other specialist treatments. Personal appearance, personality and attitude is to maintain professional, polite and friendly at all times. I deal with a high number of sales, bookings and payments during the day. My high level of customer service skills and success with securing regular clients and high sales has lead me to seek further full time employment in a similar role.

### Products worked with:

Babor, DR ZO, Alpha H, Elemis and Aspect

**October 2014 - February 2015 - Retail Professional** at Mecca Cosmetica , Sydney , Australia, (Product Company)

### Duties included:

As a holiday host at Mecca Cosmetica my main focus was customer service, support and satisfaction. With extensive knowledge of skin care, makeup and hair care products I was able to educate customers on basic and extensive skin routines and simple makeup applications securing a sale each time. With previous beauty qualifications I carried out a number of makeup applications for a variety of occasions. My personal presentation was important and I ensured that on each shift I was immaculately presented. I dealt with payments and product packaging at the busiest time of the year. Due to excellent customer service skills and success with securing a number of large sales, mecca offered me further employment into a full time role however I was unable to accept due to the terms of my Visa.

#### Key Achievements:

- Securing a number of large 4 digit sales.
- Receiving great customer feedback, trust and relations
- Being offered further employment

#### Key skills gained:

- Advancing my skills makeup applications
- Working at a fast pace with greater Stress management
- Gaining knowledge in Australian branded skin care and makeup.

#### Products worked with:

Perricone, Apoti Care, Kate Somerville, ByTerry, Chantecaille, Nars, Bare Minerals, Stila, Hourglass, Malin and Goetz.

#### Career Break - Traveling

**March 2012 - June 2014 - Skin Clinic Therapist** at Reflect Skin and Body Clinic , Chaddsley Corbett , UK - United Kingdom, (Skin Clinic)

#### Duties included:

As an Aesthetic Practitioner and Beauty Therapist at Reflect Skin and Body Clinic, I advised and carried out many skin care treatments designed to the needs and requirements of the client, not only to improve the appearance of the skin but to restore skin youthfulness and health. An important part of the role was to create a dynamic and unique skin care regime and plan for each client. I carried out number of treatments ranging from basic beauty treatments such as manicure, pedicure, waxing, tinting, facials and spray tanning to advanced skin treatments such as HydraFacial, DermaRoller, EDS, chemical peels and blemish removal. I also dealt with a large part of the day to day running of the clinic including greeting clients, answering the telephone, making bookings, taking payments and stock take.

#### Key achievements:

- Introducing more advanced aesthetic skin treatments
- Receiving great client feedback, client trust and client relations
- Implementing new treatment procedures

#### Key skills gained:

- Greater computer software management
- Time management and stress management.
- Gaining further knowledge and skills.

#### Products worked with:

Hydra Facial, Elemis, Genuine Dermal Roller, Zo Chemical Peels.

#### Career Break - Traveling

**July 2011 - January 2013 - Receptionist** at HIS Hair Clinic , Birmingham , UK - United Kingdom, (Skin Clinic)

#### Duties included:

As Clinic Co-ordinator as HIS Hair Clinic I managed the day to day running of the reception area and clinic ensuring that the guest arrival and hosting was second to none setting a high standard example for the clinic during their treatment experience. An important part of the role is to ensure that standard is maintained throughout the team and that each client is over the moon with the service that they received on the day. The role also includes operating outbound and inbound calls, client booking and registration and ensuring time management throughout the team.

#### Key Achievements:

- Implementing a Clinic Co-ordinating role throughout the company
- Implementing a new bookings and CRM system
- Receiving great client feedback
- Implementation of a Company News Letter to create better company communication

#### Key Skills Gained:

- A range of marketing and financial skills
- Greater computer software management
- Time management and stress management.

## Education and Qualifications:

### **2014 Sally Durant Training and Consultancy**

IISHCA Level 4

Level 4 in The Physiology and Practice of Non Surgical Blemish Removal

### **2014 Sally Durant Training and Consultancy**

IISHCA Level 4

Level 4 in The Physiology and Practice of Dermal Rolling

### **2014 Sally Durant Training and Consultancy**

IISHCA LEVEL 4

Level 4 in The Physiology and Practice of Chemical Peeling

### **2014**

GENUINE DERMAL

Aesthetician Training

### **2014 Sally Durant Training and Consultancy**

IISHCA LEVEL 4

Skin Science Level 4

### **2012 Redditch New College**

BTEC Extended Diploma in Beauty Therapy Sciences

Sally Durant Training Course and Certification in Aesthetic Therapy.

### **2010 Haybridge High School and Sixth Form**

- GCSE English language
- GCSE English Written
- GCSE Maths
- GCSE Science (double award)
- GCSE ICT
- GCSE Art
- GCSE Health and Social Care (double award)
- GCSE Food Technology
- AS level Health and Social Care (Double award)
- AS level Psychology
- AS level Human Biology
- AS Level Textiles
- A Level Health and Social Care (Double Award)

## Hobbies and Interests

Scuba Diving, Travelling, Gym, reading, fashion, visiting markets, makeup application

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

