

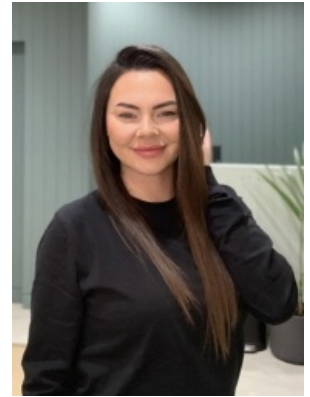
# Curriculum Vitae

Female

D.O.B. 26 January 1987

Number of years working in industry:

15 years 1 month



**Candidate ID Number:** 29292

**Nationality:** Polish

**Language Skills:**

Fluent: English, Polish

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

**Position Sought:** Spa Consultant, Regional Senior Manager, Spa Director, Spa Manager, Salon Manager, Spa Coordinator, Assistant Manager, Head Therapist, Treatment Manager / Spa Trainer, Senior Therapist, Skin Clinic Therapist, Receptionist

## Personal Statement

An enthusiastic, positive and motivated professional, who understands that delivering fantastic customer service, is the key to generating sales. I am always lead by example, and I have a clear and concise approach to work related issues. I am very hands-on, organised, and capable of balancing my daily duties and with the ability to drive a business forward and in order to assist in actualizing firm's aspirations, short term initiatives and long term goals and objectives. I am hungry for success, and I am someone who can inspire people, encourage development, and build strong teams. Right now I am looking to work in an environment that is both rewarding, challenging, and which offers real career progression opportunities.

## Employment History:

**December 2020 - Present - Laser tattoo removal aesthetician** at (most recent employer hidden for confidentiality)  
London, UK - United Kingdom, (Hospital / Medical Clinic)

### Duties included:

- Carrying out treatments on clients following NAAMA's protocols,
- Monitoring Client success rate, and assessing suitability for treatment.
- Photography and data capture and tracking.
- Managing client expectations and reporting any concerns to management team.
- Liaising with technicians team and FOH and following CQC guidelines,
- Documenting and uploading client data (GDPR), and working as part of the team to ensure treatment room standards are kept within protocol.
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**January 2016 - Present - Aesthetic therapist** at Perfect eyes, London, UK - United Kingdom, (Hospital / Medical Clinic)

### Duties included:

- Recognized by dr as the employee of the month for several months due to strong commitment to service and quality care.
- Responding to emergency situations over the dr. absent by following the correct procedure and maintaining a calm and effective demeanour.
- Performing a skin analysis in order to determine the efficacy of procedures.
- Carrying out treatments such as Texel, Ulteraphy, Morpheus8 and facial treatments (hydrafacial, Intraceuticaland. Eneer peels and derma pen)

- Assisting the dr. performing surgical procedures (cyst/festoon removals, post blepharoplasty stitches removal, Silhouette soft threads, facials sculpting with use of different types of hyaluronic acids, Ellanse and botulinium toxins injections.
- Monitoring and maintained standards of safety in all treatment rooms include CQC.
- Ensuring a consistent delivery treatment for world-class VIP patients and celebrities.
- Wide knowledge in skin care and cosmetic procedures and ability to address patient needs in a timely courteous manner.
- In-depth knowledge of anatomy, physiology, skin treatments and solid sale skills.
- Well understanding of the latest technological advancements in aesthetic industry.
- Ensuring good quality photos are taken both pre and post procedure.
- Assessing patients' suitability for cosmetic treatment including any contraindications to treatment.
- Working closely with a Global leader and Pioneering Expert in peri-orbital surgery & aesthetic eye-face rejuvenation.
- Performing the correct treatment specific to each individuals requirements within the set protocols.

**January 2013 - January 2016 - Manager - Coordinator and Senior Aesthetic Practitioner** at Slimspired, London, UK - United Kingdom, (Skin Clinic)

**Duties included:**

- Responsible for the tasks delegated by the clinic owner and delegate team of 6 therapists.
- In charge of the workplace and ensuring it's smooth running and operation in the absence of the manager.
- Providing support in the planning and executing of all complex activities and tasks. Doing this by highlighting the impact, risks and consequences of any managerial decisions and also coming up with possible alternatives and different perspectives to business problems.
- Creating a constructive environment and organizing brainstorming sessions where ideas can be generated from all involved stakeholders.
- Also responsible for building goodwill & loyalty from customers.
- Auditing the work environment to ensure compliance with Health & Safety standards.
- Striving to build strong marketing foundations by utilising specialist software & information technology for forward planning, data analysis and record keeping.
- Creating a constructive yet relaxed working environment where operational development & team efficiency is the number one priority.
- Also involved in serving customers, recruiting staff and promoting their continuous training and development.
- Monitoring the market and looking out for trends and the latest fashions.

**Products worked with:**

Dermaceutic (chemical peels), Mesoestetic, Green Peel by Dr. med Christine Schrammek, Agera medical formula, Lumenis; Light Sheer Duet, Wax Lycon,

**January 2013 - January 2013 - Assistant Manager and Senior Beauty and Aesthetic Therapist** at Pure Synrgie, London, UK - United Kingdom, (High Street Salon)

**Duties included:**

- Responsible for opening the salon in the morning and closing it at night.
- In charge of handling customer complaints diplomatically and ensuring they are resolved amicably.
- Possessing extensive knowledge of branded products, services & merchandise & working hard to ensure that service to customers is consistently high.
- Ensuring effective visual merchandising is applied throughout the salon.

**January 2011 - January 2013 - Head Therapist** at East River SPA, London, UK - United Kingdom, (5 Star Hotel Spa)

**Duties included:**

- Next in line to the general manager and responsible for running the overall store operations.
- Fully accountable for increasing sales, ensuring efficiency and for maintaining the highest retail standards.
- Also involved in setting priorities and deciding on which important and urgent tasks need to be done immediately and which ones can wait.
- Ensuring that staff do not get bogged down in mundane and repetitive tasks and working to create a constructive and challenging environment for them so that they will not get bored. Defining the objectives for the business by strategically planning and setting achievable and realistic goals. Only doing this after assessing the companies' resources, capital and people.
- When required rewarding and also disciplining the performance of employees.
- Promoting and selling beauty and spa products, ensuring competent product and service knowledge

**Products worked with:**

ESPA, OPI, Shellac, Lycon Waxing, Moroccan rituals, Back treatment, Aroma Massage, Swedish Massage, Hot Stone Massage, Indian Head Massage, Lava Shells Massage.

**January 2011 - January 2011 - Head Therapist** at Beautyworks, London, UK - United Kingdom, (5 Star Hotel Spa)

**Duties included:**

- Providing excellent client care to provide a quality beauty therapy treatment and experience
- Opening and closing the store and ensuring the security of the building.
- Professionally handling customer complaints to a positive outcome.
- Maintaining adequate stock level and maintaining an appealing and organized store appearance.
- Manage planned and unplanned absence.
- Discussing training needs with individual staff members.
- Overseeing the receipt of deliveries and the dispatch of goods or stock.
- Accurately completing all administrative records.

**Products worked with:**

advanced anti-ageing facials, relaxing massage, permanent laser hair removal, body slimming treatment, gel mani/pedis, waxing and spray tans

**Education and Qualifications:****2016 London College of Fashion 20 John Prince's St, Marylebone, London W1G 0BJ**

BSc in Science of Beauty and Spa Management

The Aim of the study was to build and formalise structure of research to underprint the final year of the course. It draws my skills and development, with an examination of the philosophy and practice of modes research. I put this skills in practice by applying them to the production of my Major Project which was properly scoped, risk-assessed, time-estimated and activity-based.

The subject of my final project was selected and formulated as my own topic based on my own personal and professional interest and career aspirations.

Strategic Management:

- Relationship between corporate strategy and operations
- Analysis business environment PESTEL
- Competitive advantage, value chain, competence, differentiation on the sustainability and CSR, SDL,
- IMC to support brand strategy and COO management
- Strategic categories (qualitative, quantitative)
- The role of flagship and concept retailing in the market entry
- Sustaining international growth adaptation and standardisation approaches
- Emergent strategy vs planned strategy (omnichannel strategies; market place; disintermediation)
- Research methods (research process, data collection, variables, measurements errors, validity and reliability, ethical research)
- SPSS Analysing data (probability, binomial distribution, normal distribution, measures of central tendency)
- Quantitative methods (comparing t-test and violations of assumptions) and (ANOVA assumption and violations of assumptions)

**2015 London College of Fashion 20 John Prince's St, Marylebone, London W1G 0BJ**

Foundation Degree in Science in Beauty and Spa Management

Human Biology:

- Membrane transport
- Structure of the cells and functions of organelles
- Tissues - epithelial, connective and nervous
- Integration and homeostasis

Skin Biology:

- Structure of epidermis and its function. Process of desquamation
- structure of dermis
- Non infection conditions and disorders of pigmentation
- Function and appendages of the skin

- Sun protection

#### Applied Science:

- Periodic table, mixtures and compounds
- Solutions and emulsions
- Acid and alkalis. pH testing relevance to beauty
- organic chemistry and families of organic compounds
- Cosmetic raw materials of organic origin

#### Body and Face Electrotherapy:

- Galvanis; Disincrustation and Iontophoresis
- EMS

#### Growth and Ageing:

- Physical development in adolescence and possible problems
- Pubert, menstruation and menopause
- Principal theories of ageing and free radicals
- Intrinsic ageing of the skin and extrinsic (photoageing) ageing

#### Business Enterprise

- Aims and objectives and characteristics of beauty and spa industry
- Location of the business and assessing potential customer demand
- Location techniques, traffic, weighting , centres of gravity
- Operations techniques and staff scheduling
- Income, gross margin and operating costs

### **2013 Tower Hamlet College (Poplar), London**

#### Level 3 Diploma in Beauty Therapy Techniques + Evolve

- Working with colleagues within beauty related industries
- Monitor and Maintaining health and safety practice in the salon
- Client care and communication in beauty related industries
- Promote and sell products and services to clients
- Provide body massage
- Provide electrotherapy treatments for body and face
- Provide massage using pre-blended oils
- Provide Indian Head Massage
- Maintain personal health and wellbeing

### **2012 Tower Hamlet College (Poplar), London**

#### Level 2 Diploma in Beauty Therapy + GOLLA

- Working in the beauty related industries
- Follow health and safety practice in the salon
- Client care and communication in the beauty related industries
- Provide facial skin care
- Promote product and services to clients in a salon
- Remove hair using waxing techniques
- Provide manicure and pedicure treatments
- Apply make-up
- Provide eyelash and eyebrow treatments
- Create an image based on theme within the hair and beauty sector

### **2011 Tower Hamlet College (Poplar), London**

#### Level 1 Certificate and Diploma In Beauty and Hair

- Shampoo and conditioning; Hair plating; Skin care; Hand care
- Introducing to the hair and beauty sector
- Presenting professional image in the salon
- Styling womens hair
- Follow health and safety in the salon

### **2016 London College of Fashion**

#### Bachelor of Science in Beauty and Spa Management.

### **2013 Tower Hamlet College**

#### Level 3 Diploma in Beauty Therapy.

#### Level 3 Award in Spa Treatments.

## Product Training:

### **May 2018 Foundation dermal filler course -c Certification of Competition**

Centre for Medical Science & Research

Kempton House, 160 City Road, London EC1V 2NX

- The Foundation Dermal Filler course concentrates on the use of dermal fillers for the Perioral region. This includes nose to mouth lines, nasio-labials, lips, and mouth corners.

### **June 2016 BSc in Science in Beauty and Spa Management**

London College of Fashion

20 John Prince's St, Marylebone, London W1G 0BJ

- Major Project "A study and analysis of the relationship between service and customer satisfaction of the beauty services in United Kingdom"

**November  
2015**

### **Guinot, Spa Find, Murad, Decleor, Pulsed Light Course, Dermatologica, TanTruth,**

Tower Hamlets College, Poplar, London E14 0EF - United Kingdom

University Arts of London - London College of Fashion, 20 John Prince's Street, London W1G 0B - United Kingdom

Guinot Advanced Diploma in Theory and Practice of Hydradermie Lift treatment

SPA Find Natural Mineral Therapy training academy and obtained postgraduate qualification in: SPA Find Natural Nourishment Black Mud Facial and SPA Find Luxury Mud Back Treatment

Decleor in-depth product knowledge, facial techniques and Back Diagnostic Massage

Training Certificate in Introduction to Pulsed Light Course (UltrarPlus VPLtm System)

Dermatologica partnership programme workshop: Prescriptive Skin /treatment and Concept and Reatiling Techniques

Eve Taylor Professional Body Treatment

Tantruth Self and Spary Tanning

**November  
2015**

### **Core of Knowledge**

Centre for Medical Science & Research

Kempton House, 160 City Road, London EC1V 2NX

BML course in Lasers and Intense Light Devices given by Dr Godfrey Town, RPA2000 Certificated Lased Protection Adviser.

## Vocational Qualifications

Open water Scuba Diving,

Technical and Practical Training in Ear Piercing

OCR Functional Skills quaaification and communication technology (ICT) Level 1

OCR Functional Skills qualification in Mathematic Level 1

Edexcel BTEC Level 1 Award in Workskills (QC

## Hobbies and Interests

Art on Glass, Travelling, Reading books, swimming, swing jazz dance, hiking, kyaking

