

Curriculum Vitae

Female

D.O.B. 10 February 1985

Number of years working in industry:

15 years 6 months



Candidate ID Number: 29793

Nationality: Ukrainian, German

Language Skills:

Fluent: English, Russian

Good: German

Permitted to work in: European Union, Qatar, Ukraine

Position Sought: Spa Director, Spa Manager, Salon Manager, Spa Co-ordinator, Assistant Manager, Head Therapist, Treatment Manager / Spa Trainer, Senior Therapist

Personal Statement

Seasoned and well trained Spa Consultant / Spa Manager with over eight years experience in treatments and management. Very good knowledge in professional modern techniques and highest quality standards with top quality luxury products from internationally acknowledged producers. Outstanding revenue production through special sales knowledge. Strong as trainer and teacher.

Self motivated team player and team leader with good computer and admin skills. Very strong in operational organization and sales techniques. Participating in ongoing trainings to improve own techniques and to remain up to date with new product lines.

Very experienced with VVIPs (royal customers).

Employment History:

January 2019 - Present - Spa Manager at (most recent employer hidden for confidentiality) Herzogenaurach, Bayern, Deutschland , Germany, (Day Spa)

Duties included:

Effectively coordinate all spa operations on a daily basis to ensure a smooth, successful operation.

Generate successful marketing ideas by determining opportunities.

Responsible for hiring new employees for all areas of the spa.

Provide the highest quality guest service and resolve all guest concerns beyond their satisfaction.

Products worked with:

- Kurland
- Vichy
- Normaderm

Career Break - Training - industry-related

September 2017 - August 2018 - Spa Manager at Millennium Hotel , Muscat, Oman, (Home/Mobile)

Duties included:

Schedule and implement skin treatment plan.

Assess client's aesthetic needs and respond to the same skillfully.

Provide body, head and facial massage.

Complete VVIP record forms with information such as treatment products used, particular problems and allergies.

Create bundled packages that are unique to the beauty industry

Respond to customer requests and assist VVIP clients with all needs

Assisted clients in assessing their requirements, recommended suitable therapies and developed massage therapy plans in consultation with physicians.

Designed and carried out therapy sessions for clients based on their schedule and specific problems.

Prepared different varieties and blends to fit the treatment required by the patient.

Maintained daily treatment plans and records regarding the clients and their therapy.

Products worked with:

Biologique Recherche (MC 110, Biosensible, VIPO2 Oxigenant, Biovecteur Marin, -cryo 3 r, contour des yeux VIPO2, P50)

Charme d'Orient

Phytomer

OPI

Anne Semonin

Estée Lauder

Thalgo

Lycon

Clay

Intracuticals

May 2017 - September 2017 - Treatment Manager / Spa Trainer at Beaute Vellote, Meyssan Group, Riyadh, Saudi Arabia, (College)

Duties included:

Reporting to CEO/Owner, recruited, hired trained and led a team of contracted SPA.

Led and directed spa operations, including guest service, budgeting, statistical analysis of sales data, guest walk-in rate and retail sales.

Managed interdepartmental relationships, writing policies, procedures, and protocols.

Created and implemented inventory controls.

Established critical path for pre-opening and opening, collaborating with teams from all departments.

Procured operating supplies, furniture, fixtures and equipment.

Created new hire orientation program for employees that introduced them to and trained them in policies, procedures and team building.

Products worked with:

Germaine di Capuccini

Dolse Senso

Ronza

May 2016 - May 2017 - Assistant Manager at Hilton Luxor Resort and Spa, Luxor, Egypt, (5 Star Hotel Spa)

Duties included:

Achievements:

- developed new customer relations through telephone and personable contact and sales activity.
- increased customer loyalty through detail work with spa services and client relations.
- successfully resolved numbers of customer issues when arise.
- managed, trained and assisted in all areas of administrative work including data entry, receptionist ,therapists duties, file organization, research and development
- consultation and treatment recommendation
- evaluate client's demands and plan treatments accordingly
- provide top quality body, head and facial treatments
- create tailor-made therapies and session packages
- provide consultation and therapy for VIP clients
- introduce new customers and select appropriate therapies
- achieve top results selling products and treatments
- administrative duties (databases, product evaluation, assignment plans, treatment coordination, etc.)

Products worked with:

Biologique Recherche (MC 110, Biosensible, VIPO2 Oxigenant, Biovecteur Marin, -cryo 3 r, contour des yeux VIPO2, P50)

Charme d'Orient

Phytomer

OPI

Anne Semonin

Estée Lauder

Thalgo

Lycon

Clay

Intraceuticals

December 2014 - April 2016 - Head Therapist at B/Attitude Spa Regency Group , Doha, Qatar, (5 Star Hotel Spa)

Duties included:

Schedule and implement skin treatment plan.

Assess client's aesthetic needs and respond to the same skillfully.

Provide body, head and facial massage.

Complete client record forms with information such as treatment products used, particular problems and allergies.

Create bundled packages that are unique to the beauty industry

Respond to customer requests and assist clients with all needs

Assisted clients in assessing their requirements, recommended suitable therapies and developed massage therapy plans

in consultation with physicians.

Designed and carried out therapy sessions for clients based on their schedule and specific problems.

Prepared different varieties and blends to fit the treatment required by the patient.

Maintained daily treatment plans and records regarding the clients and their therapy.

Created new contacts through referrals and contacts and sold memberships.

Supervised and maintained the orderliness and ambiance of the waiting/dressing rooms and spas.

Products worked with:

Thalgo marine and body, Intraceuticals, Lycon, Clay, Cosme, Biologique Recherche

January 2012 - December 2014 - Senior Therapist at Beauty Story, Kiev, Ukraine, (Day Spa)

Duties included:

Analyze clients' skin and determine plan of action,

Prepare treatment rooms and equipment,

Manage body contouring procedures for clients,

Perform and provide excellent massage service for clients,

Suggest products to clients

Using cutting edge equipment, creating an atmosphere that is a highly effective blend of science, beauty and rejuvenation.

Deep cleansing facials using glycolic serum, Exfoliation, followed by hydrating collagen treatment mask.

Provided safe, appropriate and effective massage techniques

Designed specific sessions based on client's individual needs

Maintained inventory of all products necessary to perform treatment

Maintained professionalism and cleanliness of therapy rooms and common area

Assessed the needs of each customer individually and selected the appropriate treatment

Observed client reaction to massage and modifies as necessary

Maintained complete knowledge of and comply with all departmental policies, procedures, and standards

Demonstrated a pleasant and enthusiastic demeanor at all times

Products worked with:

Thalgo marine body, Clay

February 2010 - December 2012 - Assistant aesthetician at Unona facial and health SPA, Krivoy Rog, Ukraine, (High Street Salon)

Duties included:

Greeted clients and recorded information regarding individual skin problems

Provided clients with information on the spa's services and procedure

Assisted in preparing treatment rooms and assisting the aesthetician with procedures.

Maintained client records in database.

Products worked with:

Thalgo marine and body

Education and Qualifications:

2018 Cornell University, USA

Master Degree in Hospitality Management: Focus on Marketing

Management Hospitality: Focus on Marketing:

- Becoming a powerful leader,
- Building High-performing teams,
- Understanding financial statements,
- Using Ratio Analysis to Evaluate Financial Performance
- Marketing Fundamentals for the Hospitality Industry
- Conducting Effective Hospitality Marketing Research
- The Hospitality Marketing Mix: Product and Price
- The Hospitality Marketing Mix: Place and Promotion
- Meeting the Challenges of Foodservice Management
- Foodservice Management: Marketing, Service, and HR Systems
- Introduction to Restaurant Revenue Management
- Managing Revenue with Service Cycle
- Introduction to Hotel Revenue Management
- Forecasting and Availability Controls in Hotel Revenue Management
- Marketing the Hospitality Brand through New Media: Social, Mobile & Search
- Hospitality Customer Engagement through New Media Marketing

2016 Biologique Recherche , Doha, Qatar

Biologique Recherche certificate

Biologique Recherche facial treatments:

- Biovecteur marin treatment,
- Moisturizing and Brightening treatment,
- VIP O2 Oxygenating treatment,
- Specific Eye Contour Area treatment

2015 Educational center Ligor, Krivoy Rog, Ukraine

Degree, Sport massage certificate

1. Facial treatments:

2. Massage treatments:

3. Specialized body treatments:

- Skin care treatments;
- Ayurvedic Dosha facial,
- Facial touch.

4. Signature massages

- Intuitive massage,
- Sacred stones with Facial Crystal Therapy,
- Chocolate massage,
- Stress away massage,

- Deep tissue massage.

5. Ayurvedic massages

- Abiyanga,

- Marma therapy.

6. Traditional massages:

- Swedish European massage,

- Balinese massage,

- Chinese Bamboo massage,

- Arabian Rose massage,

- Hot Stone massage,

- Herbal Compress massage,

- Prenatal massage,

- Foot massage,

- Neck and shoulders massage.

7. Body scrubs:

- Detox scrub / Nourishing scrub (face and body),

- Salt massage,

- Hamam (Maroccan hamam / Turkish Bath).

8. Body wraps (Aroma / Detoxifying wraps).

9. Slimming treatments:

- Vacuum massage,

- Anticellulite massage.

10. Head treatments:

- Indian head massage,

- Scalp treatment.

2007

Master degree in International economy and law - Kiev National University

- Management ,

- marketing,

- finance,

- leadership,

- accounting.

2018 Cornell University

Master Degree in Hospitality Management: Focus on Marketing

2013 Educational center Ligor

School leaving certificate,

course - Massage therapist (grade A);

course - Facial specialist (grade A)

Product Training:

**March
2016**

Biologique Recherche

Doha, Qatar

Biologique Recherche facial products

**February
2016**

Cosme

Doha, Qatar

Cosme - oils for body and hair treatments,

Cosme - different types of scrubs, different types of wraps (body treatment)

Vocational Qualifications

First aid

Hobbies and Interests

Swimming, running, reading

CV created at www.spastaff.com

