

# Curriculum Vitae

**Female**

**D.O.B. 08 June 1984**



**Number of years working in industry:**

**4 years 11 months**

**Candidate ID Number:** 30358

**Nationality:** Italian

**Language Skills:**

Fluent: English, Italian

Good: French

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

**Position Sought:** Spa Consultant, Spa Co-ordinator, Assistant Manager, Treatment Manager / Spa Trainer, Senior Therapist, Beauty Therapist

## Personal Statement

I have enthusiasm and possess superb customer service skills .

I take pleasure in working with people and have an outgoing personality and am considered a highly valued member of the spa team .

Professional and able to satisfy customers expectations and blow them away!

Seeking work in national and international locations and on cruise ships

## Employment History:

**February 2011 - January 2016 - Beauty Therapist** at (most recent employer hidden for confidentiality) Catania, Italy, (Day Spa)

### Duties included:

Welcome customers at the reception

retail products and treatment packages

Consult

Stocklist

Beauty, Spa, facial, body treatments, waxing, Mani,pedi, massages...

### Products worked with:

Lashmi

Decleor

Bioline

TeN

LCN

**September 2015 - December 2015 - Beauty Therapist** at Daydream Island Resort and Spa, daydream island, Australia, (5 Star Hotel Spa)

**Duties included:****Main Duties and Responsibilities:**

To achieve a high standard of professionalism and etiquette at all times. To ensure good communication between yourself, members of your team and the management. To attend training and staff meetings as requested. Ensure that you remain up to date and are fully versed in all products, services and appropriate therapy procedures that are part of the Rejuvenation Spa. To maintain a high standard of personal presentation, and to follow the guidelines of your dress code. To be responsible for the smooth running of both your clients appointments and your day. Before commencing a service on a guest, ensure that all relevant documentation has been complete, dated, signed by the guest and witnessed by you, in accordance with the spa's health and safety guidelines. Endeavor to maintain a balanced level of communication with the guest. Let the guest lead general conversation, while always ensuring that the guest is comfortable at all times and fully aware of the procedure of events, without being overwhelmed with information. To ensure that your client's experience reflects the companies mission statement and philosophy. Surpass the client's expectations by providing a high standard of customer care, treatment standard and the inclusion of the correct Unique Points of Difference. Carry out all services in accordance with the Rejuvenation Spa standard procedures. Set up, Maintain and close therapy rooms in accordance to the Rejuvenation Spa standard procedures. Ensuring a level of cleanliness and hygiene at all times. To promote Day Spa services and retail products and to work towards achieving your incentive targets. To complete the start of day, operational and end of day Procedures. Follow property procedures with respect to grooming, performance and conduct standards, occupational health and safety, emergency procedures and all other property policies and procedures as detailed in the employee handbook / department procedure manuals / company policy manuals. Use safe manual handling techniques at all times and take a consultative role to assist in achieving a healthy and safe working environment. Ensure all operating equipment is in good working order, reporting any unsafe work conditions, faults, repairs or cleaning needs to appropriate department. Comply with work practices and wear protective clothing where it is necessary and has been provided by the establishment. Work cohesively in conjunction with the property rehabilitation program.

Maintain procedures to minimise our impact on the environment and prevent pollution. Ensure wherever possible that employees are provided with a work place free of discrimination, harassment and victimisation. Treat customers and colleagues from all cultural groups with respect and sensitivity. Identify and deal with issues which may cause cross cultural conflict or misunderstanding. Perform any other duties within the employee's range of competence as required by management.

**Products worked with:**

Pevonia

Aromatherapy Associates

Opi

**Career Break** - I worked in Hospitality

**May 2014 - June 2014 - Beauty Therapist** at Michelle's Skin and Body Solution, Brisbane, Australia, ( Hotel Spa)

**Duties included:**

Beauty, Facial Treatments, Massages

**Products worked with:**

Dermatologica

**Career Break** - Farm Job to extend my vis in Australia

**January 2014 - April 2014 - Beauty Therapist** at Alpine Atem Pty Ltd TA Spa & Sport, Sydney, Australia, ( Hotel Spa)

**Duties included:**

Beauty services

Facial and body treatments

Massages

**Products worked with:**

Dermatologica

**September 2011 - August 2013 - Beauty Therapist** at Torre del Grifo Village and Spa, Mascalucia, Italy, (Day Spa)

**Duties included:**

Welcome customers at the reception

Bookings

retail products and treatment packages

Consult

Stocklist

Spa Tour

Beauty, Spa, facial, body treatments, waxing, Mani,pedi, massages...

Trainer to trainees and new staff

Receptionist, etc...

**Products worked with:**

TeN

Olos

Opi

Alma Natura

**Education and Qualifications:**

**2016**

CIDESCO

Spa Management

**2013 Esthetica in continuo aggiornamento Universita` di Firenze (trained in Catania/Firenze)**

Advanced Diploma

Dermatology

Cosmetology/ Phytotherapy

Nutrition mod. II

Quality of Service- Customer Service

Technologies (laser, electroneuromuscular stimulator, Solarium, IPL, Radiofrequency,...)

How to manage emotions (Customer care-Relationship between Clients and Operator)

Budget (Financial)

Empathy (V-NV Communication, Body Language, Miscommunication,...)

Business strategy

Physiopathology

Multisensorial perception in a Spa environment

Skin Conditions

Space Management in a Spa

Web Communication

Nutrition mod I

Human Resources

Entrepreneurship/ Business Plan

Marketing

Endocrinology

Perception (Psychology)

Body image (Psychology)

Marketing and Retail

Myofascial Release Therapy, Brisbane, 2015

First Aid & CPR Course, Sydney, 2014

English Language Program, Greenwich College, Sydney 2014

Advanced Diploma of Beauty Therapy, University of Florence, Italy 2013

Hot Stone Massage Course, Italy 2012

Dr. Vodder method of Manual Lymph Drainage Massage Course, Italy 2012

AxxiumSoak-Off Gel Lacquer OPI, Italy 2012

Hawaiian Massage Lomi Lomi Nui Course, Italy 2012

Deep Tissue Back, Neck and Shoulders Massage Course, Italy 2012

Diploma of Qualified Beauty Therapy, Italy 2009

Diploma of Specialised Beauty Therapy, Italy 2010

Relax Massage Course, Italy 2009

Detox Massage Course, Italy 2008

Anti-cellulite Massage Course, Italy 2007

First Level Reiki Course Mikao Usui Method, Italy 2006

Shiatsu Course, Italy, 2009

Various Workshops

## **2016 CIDESCO**

2009 Qualified Beauty Therapist 100/100

2010 Specialised Beauty Therapist 90/100

2013 Advanced Diploma Beauty Therapist

2016 SPA & Beauty Management CIDESCO

## **Product Training:**

### **November 2015 Pevonia**

Keshmi

Daydream Island

Australia

Pevonia face/body treatments and products

## **Vocational Qualifications**

First Aid

IT Skill

## **Hobbies and Interests**

yoga

latin dance

gym

healthy living

SPA STAFF. COM

