

Curriculum Vitae

D.O.B. 06 February 1986

Number of years working in industry:

8 years 6 months



Candidate ID Number: 31478

Nationality: Bulgarian

Language Skills:

Fluent: English, Bulgarian, German, Russian

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

Position Sought: Spa Director, Spa Manager

Personal Statement

I am a highly motivated person with more than 8 years experience as a spa manager in 5* hotels and resorts. I love new challenges, such as selling spa services and expensive membership spa cards. Although selling is one of my main priorities, the biggest one is the satisfaction of the customers. I love working with dynamic people who have followed their career passions.

I hope that you are interested in my candidacy.

Employment History:

May 2014 - February 2016 - Spa Director at (most recent employer hidden for confidentiality) St. Vlas, Bulgaria, (Day Spa)

Duties included:

As a general manager and a co-owner of Millennium spa institute, my duties are the following:

Determining and developing the whole business strategy on all levels- strategic, tactical and operational. This includes planning, marketing, financial goals, making of swot analysis and mostly development and implementation of new services and ideas in order to differentiate our portfolio.

My other duties include: direct sales of spa services and products to prospects, taking care of them and developing the image of the spa centre as a luxury place for relaxation, where the guests don't care about how much money they spend, if they are happy, satisfied and treated personally.

Products worked with:

Babor Cosmetics, CND, Intraceuticals, Label M

May 2012 - January 2014 - Spa Manager at Royal Spa Ltd., Duni Royal Resort- 5*, Bulgaria, (5 Star Hotel Spa)

Duties included:

The same as at the previous employer

Products worked with:

Yon ka, Collin Cosmetics

February 2007 - March 2012 - Spa Manager at Victoria Spa, Sunny Beach, Sofia, Bulgaria, (5 Star Hotel Spa)

Duties included:

As a spa manager at Victoria Spa:

Main duty: Sales of individual services but mostly sales of high value membership cards to loyal customers. Cards value vary between 500€ and 5000€ to Russian, British and German customers.

Second duty: Sales of cosmetic products for home

Other duties: organise the whole process of work, incl. staff management, schedules, customer support etc.

As a spa director: everything mentioned above, plus build a marketing and financial strategy, negotiate with different suppliers for best offers.

Products worked with:

Natura Bisse, Intraceuticals, Decleor, Thallgo.

Education and Qualifications:**2014 Babor Bulgaria ltd.**

Certificate

Sales of babor products as training manager

2010 New Bulgarian University

Bachelor degree in tourism with maximum degree

Hobbies and Interests

Scuba, watersports, travel

CV created at www.spastaff.com

