

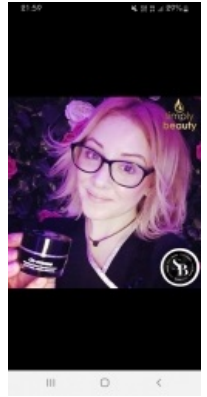
# Curriculum Vitae

Female

D.O.B. 17 February 1988

Number of years working in industry:

15 years 10 months



**Candidate ID Number:** 34115

**Nationality:** British

**Language Skills:**

Fluent: English

Good: German

Basic: Spanish

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

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

## Personal Statement

I am an enthusiastic, proficient and hard working person with a strong work ethic, excellent working relationships. I pride myself on my ability to initiate and complete tasks to the best of my ability.

With extensive managerial experience I am used to high pressure environments and am capable of motivating others to achieve individual and business goals, targets and objectives.

I enjoy a professional and approachable manner with colleagues and any clients/customers at all levels, and work to strict timeframes to ensure business needs are met.

Able to act on initiative and identify opportunities.

Proactive in putting forward ideas and solutions.

Flexible approach and adapts easily to changing business needs

Excellent organisational skills a methodical thinker and work well with processes.

Excellent sales record understanding and drive to succeed.

Getting hands on, I have good stamina and strength to maintain physical job role.

German Language Intermediate.

## Employment History:

**May 2021 - January 2022 - Receptionist** at (most recent employer hidden for confidentiality) Cheshire, UK - United Kingdom, (High Street Store)

### Duties included:

Job role included general office administration – filing, emailing, scanning. Inbound & outbound calls, responding to emails and dealing with customer queries.

Liaised regularly with colleagues, contractors and landlords to meet the business needs.

Carried out cleaning duties of flats /houses to be rented out.

Carried out regular fire alarm checks and security light checks. Followed health and safety guidance.

Organised insurances, liaised with brokers for large block retirement developments.

Diary management

Worked to pressured deadlines

Carried out inventory/stock takes before rental commenced.

Use of Quickbooks inputting invoices and balancing of books for development accounts.

Job involved regular travel to properties within the Cheshire area.

**August 2020 - May 2021 - Care Assitant** at Capital Care Group, Cheshire, UK - United Kingdom, (Hospital / Medical Clinic)

**Duties included:**

To Care for all the needs of the elderley.

**January 2019 - March 2020 - Salon Manager** at Simply Beauty Salon and Retail store, Cheshire, UK - United Kingdom, (High Street Salon)

**Duties included:**

I managed the beauty department, ensure clients and customers are welcomed.

I strove to instil a culture of excellent customer service with the objective of increasing average sales per customer and extending retention of clients.

I was solely responsible for all human resource side of the business, recruitment, training and appraising staff.

I oversaw all purchasing decisions for the salon, liaising with suppliers, returns and managing the associated bookkeeping. Being able to multitask has brought me great success in this role.

**Products worked with:**

Argan Oil, IBD, Gel Polsh, Simply Beauty, Essential Oils

**July 2016 - December 2018 - Salon Manager** at Lakshmi Wellbeing, Cheshire , UK - United Kingdom, (High Street Salon)

**Duties included:**

I managed the salon staff and customer bookings.

The administration for all marketing offline and online was my responsibility.

I increased sales by a significant percentage when I introduced an online booking system, streamlining the process and adding valuable customer data to the business.

**Products worked with:**

Tropic, Jessica, Orly, Gelish, CND, lash perfect

**November 2015 - June 2016 - Spa Manager** at Q hotels , Crewe Hall, UK - United Kingdom, ( Hotel Spa)

**Duties included:**

I was responsible for a team of 13 spa therapists, developing my communication skills whilst honing my ability to effectively drive the business.

I drove occupancy rates and average spa sales through effective marketing campaigns and focussing on all therapists building relationships with every customer.

Stock waste and control was of paramount importance and I pride myself on the budget control the department enjoyed during my time as manager.

I was responsible for the department forecasting, staff rotaring, delivering excellent customer service, budgetting and

sales I also developed my reporting skills.

**Products worked with:**

ESPA, Jessica,

**April 2015 - October 2015 - Receptionist** at Regent Hotel, Ambleside, Lake District , UK - United Kingdom, ( Hotel Spa)

**Duties included:**

Reservationist and Guest Services Assitant for 4\* Hotel and two B&B's, The Regent Hotel, Ambleside Lake District Cumbria - responsible for check-ins, orangisizing bookings, cash handling, guest journey assistant and accounting.

**April 2014 - April 2015 - Senior Therapist** at Langdale spa and hotel , Cumbria , UK - United Kingdom, (5 Star Hotel Spa)

**Duties included:**

All facial and body treatments. High sales.

**Products worked with:**

Elemis, Jessica, OPI

**August 2012 - April 2014 - Owner of business** at Hanna Joy Mobile Beauty, Cheshire, UK - United Kingdom, (Home/Mobile)

**Duties included:**

This is what I did when I was not at the salon. I kept up to date and accurate records and accommodated my client's needs ensuring they obtained the best possible treatments at the most convenient times, in the comfort of their own home.

Auditing and sourcing goods, including ordering specialised merchandise for my clients.

**September 2012 - September 2012 - Assistant Manager** at NV Beauty, Wilmslow, Cheshire , UK - United Kingdom, (Day Spa)

**Duties included:**

Everyday salon duties dealing with varied clientele, ensuring a positive impression was given at all times. Maintaining and developing positive and effective relationships with customers.

I resolved complex and non-complex issues that arose by phone, email or face to face.

I carried out treatments to a high standard to ensure the customer needs were met.

Successfully promoting additional products and services.

Additional roles taken on included; cash handling, payroll, stock ordering, and online offers with outside companies, staff management, staff training, implementing sales techniques and organising promotional events.

The salon was based within a hotel, where we worked with departments in the hotel and leisure to encourage residents and new members to visit the salon.

**Products worked with:**

Decleor, Jessica, OPI, St.tropez, fake bake

**January 2012 - August 2012 - Treatment Manager / Spa Trainer** at Constantinau bros., Paphos , Cyprus, (5 Star Hotel Spa)

**Duties included:**

Working here I gained a lot of self discipline working in a high pressured spa.

I adapted quite well to my completely different working environment.

I carried out treatments to an extremely high standard with regimented routines.

**Products worked with:**

Guinot

**January 2011 - December 2011 - Salon Manager** at Beauty reborn, Manchester, city centre, UK - United Kingdom, (High Street Salon)

**Duties included:**

I took sole responsibility for the opening of this new salon.

Encouraging the growth of potential clients, through developing working relationships with local businesses.

I had 3 locations in which I had to monitor maintain and replace stock that was purchased at salon and online.

Training of staff which joined later in the year.

**Products worked with:**

Environ, Jessica

**April 2007 - November 2010 - Senior Therapist** at Pure Tranquility, Knutsford, UK - United Kingdom, (Day Spa)

**Duties included:**

- All treatments on clients
- Electrolysis
- Wedding, Evening And Day Make-Up
- Spa Body Treatments (Moor Mud And Seaweed Wraps)
- reception duties
- stock taking
- running of the spa
- charity events
- designed advertising posters

**Products worked with:**

- IBD gel application
- TANTRICK spray tanning
- ORLY PEVONIA BOTANICA skincare
- HOT STONES SILHOUETTE non-surgical facial and body toning

**March 2005 - March 2007 - Beauty Therapist** at Tall Poppies, Macclesfield, UK - United Kingdom, (High Street Salon)

**Duties included:**

- All of treatments on clients
- reception dutie

**Products worked with:**

- MATIS skincare
- ST.TROPEZ manual tanning application
- CALGEL nail enhancements
- NSI gel application
- ESSIE ELECTROLYSIS

## Education and Qualifications:

### 2021 Cheshire Property Management Company

Certificates

Quickbooks accounting

Property and Lettings

### 2017 Stockport college

Certificate

Additional Achievements:

- Susan Molyneux Certificate for Product Awareness & Retailing
- Estelle Ear Piercing Ltd. Certificate
- Fake Bake Tanning Certificate
- St. Tropez Tanning application competent
- Tantrick Tanning spray tan application competent
- Sienna X Tanning Certificate
- Orly, OPI, Essie, Jessica & Nailtiques previously used brands
- Silhouette Dermalift (non-surgical) Facial & body toning, Aha peels
- Caci, Electrolysis, Micro dermabrasion and Radio frequency
- Hot stones therapy competent
- National Nail Competition 2006 (professional beauty) - 2nd Place
- Lancôme certificate for attending seminar in Paris
- Calgel Certificate for Application of clear & colour calgel, infills and tip application.
- Attended and qualified in the training of IBD gel soak off system
- Pevonia Botanica facial and spa body products and treatments competent practical and theory knowledge
- Matis skincare training Diploma
- Interviewed for BBC Three's Young talent of the year programme, made it to 2nd stage
- Lash Perfect - Individual Lash extensions Certificate
- Intimate waxing course(Brazilian and Hollywood) Certificate
- Certificate in threading - Aug 2012
- Health and Safety in the workplace LEVEL 2 Certificate
- NVQ Level 3 diploma in Retail and customer services management
- Elemis face and eyes, body therapy, exotics and mother-to-be ritual.

### 2014 Government further education program

NVQ Retail management and customer services

Retail management

### 2006 Stockport college

BTEC National Diploma Beauty Therapy Sciences Tripple award

NVQ Level 3 in Retail Management and Customer Services

### 2004 Eaton Bank School

8 GCSE's grades A-C

## Product Training:

**December 2015**     **Jessica**

In House training, Crewe

Jessica Nails

**November 2015**     **ESPA**

ESPA - Full training

ESPA Face and Body

**May 2014**     **Elemis**

In House Assessments and written exams.

Elemis Face and Body - All

**December 2011**     **Hot Wax**

Manchester

Intimate waxing, experienced hot wax expert.

**April 2011 Lash Perfect**

Salford, Manchester training centre

Application of individual lash extensions

**April 2009 IBD**

salon in Wigan.

Learnt application of the gel system IBD, clear, french and colour.

**August  
2007**

**St. Tropez**

In House and Day release School

All methods of Body Tanning

**July 2006 MATIS**

Manchester

Demonstrated the application of facial products and routine

## Vocational Qualifications

- Competent IT skills & basics of accounting and managerial skills
- Competent in reflexology
- Competent in hot stone therapy
- National Nail Competition 2006 (professional beauty) - 2nd Place
- Lancome certificate for attending seminar in Paris
- Susan Molyneux Certificate for Product Awareness & Retailing
- 2011 Scuba diving
- PADI
- FIRST AID
- basics of accounting, marketing and managerial skills
- Health and Safety in the workplace LEVEL 2 Certificate
- Food hygiene LEVEL 2 Certificate
- Microsoft office all applications fully competent.
- Mail merging
- Quickbooks
- Lettings administration

## Hobbies and Interests

I have travelled extensively across the globe and enjoy visiting new countries and immersing myself into discovering new cultural experiences. I am an active runner and hiker, also dabbled in bouldering and climbing. I love being outdoors in all weather and have a genuine passion for the environment. I love gardening, grow vegetables and herbs and currently landscaping a garden. I have over 100 houseplants of many different species which have been in my care for a few years now; I regularly propagate them to sell ensuring all of my plants thrive, providing them each with the perfect conditions for optimal health and growth. I have taught myself many techniques and skills such as learning about the soils pH levels, lighting requirements, nutrients needed and also hydroponics. Currently looking into producing hybrids. I do my bit for the environment, recycling, upcycling, crafting, composting and generally trying to be as self sustainable as possible. I also have been brought up in the countryside owned 30 Chickens and had cows at my window every morning, have had a hand in volunteering within an animal shelter and on farms. Being part of groups that are like minded in enjoying life to it's fullest.

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