

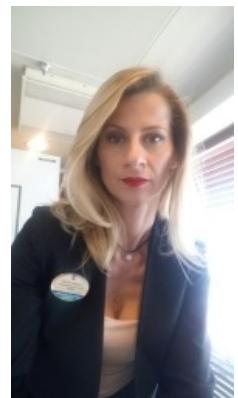
# Curriculum Vitae

**Female**

**D.O.B. 22 December 1980**

**Number of years working in industry:**

**3 years 6 months**



**Candidate ID Number:** 34351

**Nationality:** Serbian

**Language Skills:**

Fluent: English

Basic: German, Spanish

**Permitted to work in:** Serbia

**Position Sought:** Spa Consultant, Spa Manager, Salon Manager, Spa Co-ordinator, Assistant Manager, Head Therapist, Treatment Manager / Spa Trainer, Senior Therapist, Beauty Therapist, Skin Clinic Therapist, Massage Therapist, Holistic Therapist, Receptionist, Retail Professional

## Personal Statement

4 Years shipboard experience on various cruise lines

Excellent managerial skills

Excellent organization skills

Leadership skills

Marketing skills

Excellent Time Management and ability multi-task

Customer service excellence

Excellent interpersonal skills

Computer skills

Bilingual

I am hardworking and self motivated individual. With my experience and knowledge combined with my passion for the health industry and drive to make revenue, I believe I have the right requirements and I am very suitable for this positions.

I have very high standards and will meet what expectations your company requires for this positions.

Seeking work in international locations and on cruise ships

## Employment History:

**November 2016 - September 2017 - Spa Manager** at (most recent employer hidden for confidentiality) BAHAMAS, (Cruise Ship)

### Duties included:

Stock /Inventory control

Balancing of daily and end of cruise revenue and paperwork

Marketing of spa onboard in place and to track effectiveness

Work with onboard revenue departments cross promote

Maintain communications between spa and corporate office by submitting appropriate, timely reports regarding operations, sales, and productivity on a daily and weekly basis.

Review daily appointment schedule & productivity reports ensuring budget projections and targets are being met. Evaluate spa operations on an on going basis and develop timely solutions to the various operational problems that occur and plan a course of action..

Supervise, coach, mentor and train staff to ensure exceptional guest experiences, training and motivate staff to ensure that business goals and profit objectives are being met, and to assist in staff career development. Discipline and counsel staff as needed.

#### **Products worked with:**

Elemis

Bliss

La therapies

Kerastas

Phyto

Sebastian

**October 2015 - August 2016 - Receptionist** at steiner ltd, nassau, bahamas, (Cruise Ship)

#### **Duties included:**

My position as spa staff receptionist on the cruise ship was to schedule whole entire cruises, make a working schedule for team of 50 people, taking care of all our guests front of reception desk, greet them and smile, give them the best solution and recommendation, promote the treatments, products and represent the thermal suite and relaxation areas in the spa apart from spa treatments.

And keep everything clean and organize at reception area.

#### **Products worked with:**

- elemis
- bliss
- la therapie
- loreal
- prima cosmetics
- eucerin

**Career Break - Traveling**

**November 2014 - October 2015 - Assistant Manager** at steiner ltd, HAL ms Ryndam, (Cruise Ship)

#### **Duties included:**

First part of my contract I was a facial therapist, and I was performing great as therapist and product sales as well, considering my big improvement I became a head therapist, then I've got promoted to assistant manager, what gave me a big responsibility and opportunity to get new skills to work with team and help them improve their knowledge by giving them trainings for sales, reaching the goals and cruise targets, consultations and great service generally.

I enjoyed completely.

#### **Products worked with:**

- elemis
- la therapie
- bliss

**Career Break - Traveling**

**Duties included:**

My position was facial and massage therapist, I respond to give the excellent service, following with professional consultation and home care recommendation and cross promotions too in order to give the full treatment to the guests, always be on the time, look clean, tidy and ready for job with positive attitude.

Part of my job was to promote the services and products.

**Products worked with:**

- elemis
- la therapie
- aroma spa

**Career Break - Training - industry-related**

**Education and Qualifications:**

**2012 Educational center Total Edu, Belgarde Serbia**

certificate

Beautician( hygienic facial, waxing, face massage and hand massage)

**1998**

**2011 "Elite economic high school", Novi Sad, Serbia**

- Trade technician, level IV

**Product Training:**

**December 2013 elemis la therapie bliss**

- Steiner LTD, London
- ELEMIS Pro-Collagen facial
- ELEMIS Tri Enzyme Facial
- ELEMIS Oxydermy facial (microdermabrasion)
- Skin specific facial
- Aroma seaweed wrap
- ELEMIS face and body sensation
- ELEMIS massage, Aromaspa, ELEMIS Facials and bamboo massage...

**Vocational Qualifications**

IT skills: Adobe Photoshop, MS Office (Word, Excel), Internet

Sales manager, Real estate agent, Supervisor, Commercialist

**Hobbies and Interests**

Photography, Snorkeling, Yoga, Meditation, Hiking, Cycling, Reading, Dancing, Hand made craft ideas, Painting, Knitting, Fitness, Singing, Traveling...

SPA STAFF. COM

