

# Curriculum Vitae

Female

D.O.B. 05 February 1992

Number of years working in industry: 12 years 0 months

**Candidate ID Number:** 38896

**Nationality:** British

**Language Skills:**

Fluent: English

Basic: French

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

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

## Personal Statement

I am dedicated, well presented and professional with an excellent record of providing the necessary 5\* customer service needed to ensure clients are satisfied. I am able to carry out a variety of treatments at all levels, yet hope to further my understanding and knowledge working at a more senior level with a goal of eventually running my own 5\* spa

Seeking work in national and international locations

## Employment History:

**November 2015 - Present - Assistant Manager** at (most recent employer hidden for confidentiality) London, UK - United Kingdom, (5 Star Hotel Spa)

### Duties included:

Responsible for booking in spa and beauty treatments for in house and VIP clients (facials, waxing, mani/pedi, massage, eye treatments), as well as offering administrative assistance to Spa manager including but not limited to: therapist trade tests, staff 1-1 meetings, financial reporting, stock level control, and staff training, and travel to-from our head office in Scotland to sit in place of our London manager for quarterly financial meetings. Meeting and greeting clients into the Spa,

### Products worked with:

Elemis, Caudalie, Dermalogica, Karin Hertzog, Crystal Clear, Aveda, Comfort Zone

**April 2022 - August 2024 - Beauty Therapist** at Aveda, London, UK - United Kingdom, (Day Spa)

### Duties included:

- Liaising with customers via live chat & email
- Providing advice, and handling a high volume of calls (incoming & outgoing)
- Delivering quick and efficient resolution for customer disputes
- Manage high level of client enquiries
- Experience in Zendesk, Zenoti, Phorest, Opera & Shortcuts internal tools

- 70 wpm touch typing efficiency
- Booking in clients via email, in person and over the phone
- Maintaining salon stock level control and ordering supplies as needed
- Assisting in finalizing EOD financial reports for salon management

**Products worked with:**

Aveda

**Career Break** - Traveling

**April 2018 - October 2020 - Spa therapist assessor/recruitor** at Urban, London, UK - United Kingdom, (Product Company)

**Duties included:**

- monitoring assessment quality and implement initiatives to maintain a good quality throughout wellness assessments
- source, actively recruit, and train new future beauty assessors
- offer ongoing support and guidance to assessors
- check validity of certificates and spa qualifications
- construct & present workshops & training events for the Urban Wellness platform/app

**Products worked with:**

Elemis, O.P.I, Dermalogica, Nouveau lashes

**Career Break** - Covid-19, further training

**February 2013 - November 2014 - Beauty Therapist** at Le Crisadore Spa Boutique , London, UK - United Kingdom, (High Street Salon)

**Duties included:**

Reception management, marketing, stock taking, rota, carrying out treatments

**Products worked with:**

Crystal Clear

**Education and Qualifications:**

**2020 University of Roehampton**

Bachelors degree

Social anthropology & theology

**2013 Beaulaz Beauty therapy and Lazer Training School**

NVQ level 2&3

NVQ Beauty Therapy advanced

- Spa massage

- Manicure and pedicure

- Facials

-Electrical facials

-Indian head massage

-Lash extensions

**2010 Townley Grammar School for girls**

A Levels

English Literature:B

Sociology:B

Classical Civilisation:B

History:C

**2008 St. Mary & St. Joseph's RC school**

GCSE

English literature: A

English Language: A

Mathematics: B

Science:B

Geography: A\*

History: A

ICT: B

**Product Training:**

**June 2019 Dermalogica**

Dermalogica head office, leatherhead

Dermalogica skin 365, Dermalogica facials

**April 2019 Elemis**

Elemis head office, London

Elemis skin and body, Elemis biotec facials

**November 2016**

**Karin Hertzog**

VA salon, Royal Victoria docks, London

Karin Hertzog facials

**April 2016 Caudalie**

Mark Betteridge, London in house training at Grange City Hotel, London

Caudalie facials, body wraps, massages

**June 2015 Aveda**

Aveda Institute of Education, London, Holborn

Aveda Skinwise I & II facials, body wraps, massages

**Vocational Qualifications**

IT skills, proficient in Powerpoint, Excel, etc. Good use of spa management software programmes inc. Phorest, Shortcuts and HMS.

**Hobbies and Interests**

Yoga, Reading, Kickboxing

CV created at [www.spastaff.com](http://www.spastaff.com)

