

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 Herzog, 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