

Curriculum Vitae

Female

Number of years working in industry: 2 years 1 month

Candidate ID Number: 44430

Nationality: British

Language Skills:

Basic: Spanish

Permitted to work in: UK - United Kingdom

Position Sought: Spa Manager, Assistant Manager, Head Therapist, Treatment Manager / Spa Trainer, Senior Therapist, Beauty Therapist, Skin Clinic Therapist, Holistic Therapist, College Tutor

Personal Statement

Seeking work in national and international locations

Employment History:

May 2015 - June 2017 - Treatment Manager / Spa Trainer at (most recent employer hidden for confidentiality)
Dubai, UAE - United Arab Emirates, (College)

Duties included:

- Raising standards across all branches, services and therapists, alongside ensuring all branches and services comply with municipality guidelines.
- Creation and Project Management of new training academy, design of, sourcing equipment and products.
- Conducting local and overseas trade tests and interviews, 200+ in 6 months.
- Creating on-boarding education program, 100+ new joiners in 6 months.
- Devising and implementing SOP's for services and branches, 7 new services in 6 months increase of 15% in profit.
- Conducting hands on training in various subjects to NVQ standards, 500+ trained in 6 months.
- Regularly assessing, evaluating, tracking learner progress, refresher and skill shortages.
- Implementation of new grading system in-house POS software, reducing client complaints and missed opportunities.
- Managing/mentoring and providing professional and personal support to a team of 4 trainers. Implementing train the trainer concept across all stores.
- Educating of area managers, store managers, front desk, therapists, call centre staff and distribution clients in brand awareness and selling techniques.
- Keeping the business ahead of the competition by continually sourcing new retail products.
- Liaising with product companies to provide specialist training.
- Educating all key staff in client delight/customer service and retail, resulting in 2 key branches reaching target of 1,000,000 AED for the first time.
- Working closely with other departments including Operations, Marketing, Procurement, Finance and Distribution.

Products worked with:

- Lycon
- Cirepil
- HD/Bilion Dollar Brows
- Jane Airdale make-up
- Sela Skincare
- Dermalogica Skincare
- Heaven Skincare
- Frolled Skincare
- Skin 02
- Alessandro
- Hydropeptide Skincare
- Essie
- OPI
- CND

- Bio Sculpture
- Calgel

Education and Qualifications:

2008 Nottingham UK

NVQ 2 & 3

Beauty Therapy

Teacher training

Assessors Award

Spray & Cosmetic Tan

Hopi Ear Candles

Make-up

High Definition & Billion Dollar Brows

Lash Perming/Lash lift

Lash Extensions

Brazilian Waxing

Ear Piercing

Altheira Colour Therapy

Gel Nail Ext-

Bio Sculpture/CND Brissa/ Calgel

Acrylic Nail Ext:

CND/Le Chat

Silk & Fibre Glass Nail Ext

Silk Repairs: Resin & Gel

Semi-permanent UV gel polish -Essie/Evo/Shellac/OPI

Bio Sculpture-Everlasting

Shrinking Violet Body Wrap

Spa Body Treatments

Hot Stone Massage

VTCT Swedish Body Massage

Indian Head Massage

Sports Massage

Aromatherapy

Reflexology

Crystal Clear Micro-dermabrasion

Hydropeptide Skincare

Séla Skincare

Frolle'd Skincare

Dermalogica Skincare

Heaven Skincare

Skin 02 Skincare

Environ Skincare

Jane Airdale makeup

2007

Beauty Therapy

Holistic Therapies

Nail Extensions

Vocational Qualifications

Word

Publisher

Excel

Hobbies and Interests

Cycling

Watersporsts

CV created at www.spastaff.com

SPA STAFF.COM
