

Curriculum Vitae

Female

Number of years working in industry:

25 years 9 months



Candidate ID Number: 44774

Nationality: British

Language Skills:

Fluent: English

Basic: French

Permitted to work in: UK - United Kingdom

Position Sought: Spa Director, Spa Manager, Spa Co-ordinator, Assistant Manager

Personal Statement

A highly accomplished and qualified Spa Director/Manager & Account Manager. I have extensive experience in opening and managing high end Spas as well as my own boutique Beauty Salon over a 20 year period.

I have also worked in the Orthodontic and Dental industries as an Account Manager with experience in business to business and business to client sales, both office and field based over a span of 6 years.

I am an excellent planner, with a proactive approach to personal development and time management. I am able to organise work effectively to achieve and exceed targets. This is demonstrated by a proven track record in demanding sales environments.

Overall, I am a highly driven and consistent team player with the ability to work independently and motivate others.

Professionalism, passion and excellence are qualities I pride myself on, which has been displayed throughout my career.

Employment History:

April 2019 - Present - Salon Manager at (most recent employer hidden for confidentiality) UK, (5 Star Hotel Spa)

Duties included:

Responsible for all management of the spa facilities - on the brand new Mark Warner 5* Paleros Beach Resort Greece - This is seasonal work and I am now looking to renew a contract or find a permanent position.

Duties and responsibilities

- Recruit and Oversee Staff.
- Manage Operations Budget
- Assist with Promotions and Sales
- Supervise Facility Maintenance
- Ensure Customer Satisfaction

I have also spent time in Corsica where I was seconded via Mark Warner for a month to increase sales and improve Spa efficiency this was achieved and surpassed. Leading 50% increase in sales and customer feedback 97% overall

September 2018 - July 2019 - Business Development Manager at Ascendis Health , UK, (5 Star Hotel Spa)

Duties included:

Responsible for opening all new accounts for Nimue Skin Technology in my area.

My current duties include:

- Generate new leads by cold calling and following up on new Business prospects supplied by S2 Head office, to generate quality business and growth
- Arranging B2B meetings for new door openings -to facilitate product introduction information and awareness
- Presentations to Salon owners and decision makers
- Demonstrations of the product and education
- Taking payment and arranging education.
- Single point of contact until payment made in full and then passed over to S2 BDM
- Periodic reporting on S2/Netsuite and to South Africa and UK

As part of these duties, I demonstrate a high level of professionalism by managing my customer base and interacting with Sweet Squared (S2) staff and systems. I achieve this level of excellence by strong communication skills, underpinned by confident product knowledge. This helps me to establish a collaborative working environment with colleagues whilst espousing company values and practices with prospective customers.

November 2017 - July 2018 - Ionithermist/ Beauty Therapist at Steiner On Board Spa, Sun Princess Cruise Ship, (Cruise Ship)

Duties included:

I was the principal Ionithermist (A Detox and Body Contouring Medi Spa Treatment) on board The Sun Princess travelling through Australia, New Zealand, New Caledonia and Fiji.

I had a target of \$6500 per cruise - which was exceeded each cruise.

November 2016 - June 2017 - Regional Senior Manager at Andrea Ubhi, York, UK - United Kingdom, (Hospital / Medical Clinic)

Duties included:

- Staff rotas
- Accounts & budgeting
- Treatments Face, Body & Nails
- Stock taking and rotation
- Full Salon and Spa Management
- Disciplinary procedures

Products worked with:

- Decleor
- Espa
- Clarins
- Elemis

November 2010 - October 2016 - Spa Director at Boutique Salon, Harrogate , UK - United Kingdom, (High Street Salon)

Duties included:

Beauty Therapy has always been my passion and in late 2010, an opportunity arose in Harrogate to enable me to open my own Boutique Salon on a busy main street in the centre of Harrogate. I took the initiative and started from scratch in the opening of my own salon. Managing a team of 6 staff utilising 2 treatment rooms and using the finest Decleor products. I ensure that the clients are always given the most relaxing treatments and personal touches which has ensured that there are now a substantial amount of regular clients.

Although I am the Salon Director, I'm involved in all aspects of the day to day running of the business, including treatments.

February 2010 - November 2010 - Ormco Europe at Territory Manager , North of England & Scotland , UK - United Kingdom, (Home/Mobile)

Duties included:

Account Management for 300 Orthodontists across the North of England and Scotland.

Duties included

- Responsible for a £1.5m business per annum in my territory.
- 90% existing customer accounts 10% new business.
- Planning & management of all call plans. Average of 35 appointments & 94 cold calls per month YTD.
- Top sales performer out of a team of 5
- Decision makers include: Practice Managers, Clinical Directors, Cluster Managers and Principal Dentists
- Sales cycles ranging from 4 to 6 weeks.
- Generating my own leads through referrals and the internet.
- Client facing role.
- Creating marketing material for mail shots & following up.
- Assisting with new product launch.
- Attending local events to source new business opportunities.
- Negotiation and organizing sponsorship with local study groups.
- Organising 6 CPD events over the past 4 months. Liaising with suppliers to provide CPD hours for Doctors.

December 2006 - January 2010 - Account Manager at 1st Dental Laboratories PLC, UK, UK - United Kingdom, (Hospital / Medical Clinic)

Duties included:

My vast knowledge of anatomy and physiology allowed me to gain a role at 1st Dental Laboratories as a UK Account Manager. I covered the whole of the UK promoting a new web based Dental Laboratory and my duties included:

- UK wide role promoting a new web based Dental Laboratory
- Targets were based on growth of existing clients base on a monthly basis and were consistently achieved
- E-Teeth out performed many, if not all of the other 14 UK based labs
- Responsible for testing and assisting in the design of the website;

www.e-teeth.co.uk

- Presenting/demonstrating the web site on lunch and learn appointments for dental practices.
- Administration and management of payment site NOCHEX
- Responsible for all UK non corporate accounts.
- From launch (Feb 2007) to Nov 2009 the online e-teeth outsourcing Dental Laboratory had an average monthly income of £65k.
- Training all Administration staff (7) based at out of the UK Laboratory
- Top performing sales person
- Clients won included: ADP £24K pcm, Saltaire Dental Practice £6K pcm, Penistone Dental Practice £2K pcm, ART additional business £4K pcm.

May 2008 - January 2009 - Spa Director at Hotel du Vin- Harrogate , Harrogate, UK - United Kingdom, (5 Star Hotel Spa)

Duties included:

I was approached to open a Spa within this luxury boutique Hotel in Harrogate town centre. I was responsible for all aspects of setting up, designing the layout and sourcing and ordering all the equipment that the spa required. I also had to recruit and interview staff, organise all systems, and implementing them. I was responsible for 5 therapists, their training and staff rotas. This was a rare opportunity and one I felt I could not pass by because of my passion for the Beauty Industry. I made it aware on accepting, that this would be a short term role on the basis that I would get the Spa up and running and fully sustainable.

April 2005 - November 2006 - Beauty Therapist at Harrogate Turkish Baths, UK, (Day Spa)

Duties included:

Beauty Therapist

February 2002 - March 2005 - Owner at Freelance, UK, (Home/Mobile)

Duties included:

Salon Director

November 1999 - December 2001 - Spa Manager at Crown Hotel Leisure Club, UK, (Health Club)

Duties included:

Salon Manager

March 1999 - October 1999 - Senior Therapist at Saks, UK, (High Street Salon)

Duties included:

Senior Beauty Therapist

Education and Qualifications:

1996 Park school of Beauty Therapy

CIBTAC and ITEC - NVQ 3 equivalent

- CIBTAC Body Therapist Credit
- ITEC Diploma in Physiatrics Credit
- CIBTAC Aesthetician Honours
- ITEC Aesthetician Diploma Credit
- Park School Beauty Therapy Diploma Honours
- Beauty Therapy
- Hot Stone Therapy
- Head Massage
- Reflexology
- Accupressure

1989 Harrogate College

- 9 GCSEs A-C including Maths English and Biology
- 2 A Levels

Product Training:

September Decleor 2016

Leeds Centre

Face and Body

May 2008 Espana

Espana - Lake District

Espana all rituals face and body

March 2001 Clarins

Harrogate Hoopers

All Body and Face rituals

May 1998 Elemis

London Steiner school

Elemis all face and body treatments

Vocational Qualifications

- First Aid
- IT Skills
- Customer Service

- Financial Planning
- Basic Counselling

Hobbies and Interests

I enjoy creative pursuits such as renovating properties, from structural alterations to interior design. I also believe as a beauty therapist that I must look my best in terms of fitness as well as beauty and to this end I actively participate in physical activities such as swimming and pilates classes.

CV created at www.spastaff.com

