

Curriculum Vitae

Female

D.O.B. 20 June 1987

Number of years working in industry: 19 years 4 months

Candidate ID Number: 45836

Nationality: British

Language Skills:

Fluent: English

Permitted to work in: UK - United Kingdom

Position Sought: Spa Consultant, Spa Director, Spa Manager, Treatment Manager / Spa Trainer, Area Sales Representative

Personal Statement

I am an experienced spa professional seeking a new opportunity in the spa industry. I would like to use my Spa Management experience to grow and diversify with the long term goal of one day becoming a Spa Director. I demonstrate my passion for management and leadership by producing financial results and achieving service goals. My strengths are in creating a strong team that share a vision and I do this by developing individual potential and bringing out the best in people. I am a decisive, innovative leader who works towards achieving results others can only aspire to. The majority of my experience is under the role as Spa Manager leading multi-million 4*/5* and 6* luxury spas on-board Royal Caribbean Cruise Line. I have travelled the world working out of USA, China, Australia, Brazil, Norway and more with international teams of varying backgrounds, ages, education and abilities.

Seeking work in national and international locations

Employment History:

June 2017 - Present - Salon Manager at (most recent employer hidden for confidentiality) London, UK - United Kingdom, (Skin Clinic)

Duties included:

Stock control, ordering, staff rota, staff disciplinaries, Reception duties, Client complaints, Implementing a new booking system, Staff training, Payroll, recruitment, staff meetings, keyholder, cashing up, promotions.

Products worked with:

Dermologica, Environ, Jane Iredale, Obagi, Kerastase, Davines, L'Oreal, Eberlin, Caci

March 2017 - June 2017 - Spa Manager at Decleor, L'Oreal, London, UK - United Kingdom, (Day Spa)

Duties included:

Pre-opening, Recruiting, Promotions, performing treatments, cashing up, staff meetings, target settings, budget and stock control, maintaining boutique standards.

Products worked with:

Decleor, L'Oreal.

February 2016 - February 2017 - Recruitment Specialist at Steiner, Field based, UK - United Kingdom, (College)

Duties included:

Recruitment, interview, mentoring, coaching, head hunting, maintaining relationships, presenting to large groups of people, administration, diary management.

Products worked with:

Elemis, La Therapie, Ionithermie, Keratin, Creative.

January 2012 - January 2016 - Spa Manager at Steiner, Royal Caribbean, (Cruise Ship)

Duties included:

People management, customer service, Running reception, achieving and working towards aggressive targets, maintaining communications between head of other departments, supervise, coach and mentor staff, disciplinary where necessary, conduct daily, weekly and monthly meetings, evaluate spa operations, cross promotion between other departments, conduct quarterly inventory.

Products worked with:

Elemis, La Therapie, ionithermie, Keratin, Wella, GoSmile.

May 2009 - December 2011 - Senior Therapist at Steiner, Royal Caribbean, (Cruise Ship)

Duties included:

Performing massage, facials, ionithermie slimming treatments, 24kt gold facials and other spa treatments, achieving revenue targets and retail sales, working in a team of 23-48 staff, inventory, port cleaning and stock management.

Products worked with:

Elemis, Ionithermie, La Therapie.

June 2006 - April 2009 - Beauty Therapist at Eve and Adam, St. Albans, UK - United Kingdom, (High Street Salon)

Duties included:

Performing all beauty treatments and full Elemis treatments, reporting and communicating with spa director, achieving targets, stock take and cleanliness.

Products worked with:

Elemis, Environ, OPI.

Education and Qualifications:**2007 West Herts College**

Diploma

West Herts College, Cassio Campus, Watford, Hertfordshire - September 2005 - June 2007

BTEC National Diploma in Beauty Therapy Sciences – passed with MMD 18 modules of Beauty Therapy including ear piercing, St. Tropez Tanning, Dermalogica stage 1 and 2, aromatherapy and sports massage, Indian head massage, and electrical face and body therapy. Brazilian Waxing trained by Ellison's Academy - 2007 Class representative and Student Ambassador during my entire course from 2005 – 2007.

2005 Marlborough College

GCSE's

English, Maths, Science, Resistant Materials, Geography, Physical Education. Grades A-C

A/S Levels

IT and Design Technology. Grades A-C

Product Training:

July 2011 Elemis Training

Steiner Training Academy, Harrow, London.

Elemis face and body, Elemis Aromaspa, Cellulite body sculpting, mother to be massage, colon therapy and cooling hot stones.

June 2010 La Therapie

Steiner Harrow, London

La Therapie facials, 24KT Gold Facial and oxydermy facials.

April 2009 Ionithermie

Steiner Academy Harrow, London.

Ionithermie Slimming body treatment

Vocational Qualifications

PTLLS - Preparing to teach in the life long learning sector

Spa Management Training with Steiner

Full Clean driving license

Hobbies and Interests

Cycling, reading, yoga.

CV created at www.spastaff.com

