

Curriculum Vitae

Male

D.O.B. 08 June 1987



Number of years working in industry:

16 years 10 months

Candidate ID Number: 46132

Nationality: Indian

Language Skills:

Fluent: English, Hindi, Urdu, Marathi

Basic: Persian, Arabic

Permitted to work in: India

Position Sought: Spa Director, Spa Manager, Salon Manager, Spa Co-ordinator, Assistant Manager, Skin Clinic Therapist, Membership Sales Professional

Personal Statement

I have thorough knowledge about Spa Salon Sales & Operations. Have worked for different Spa verticals (Villa, Malls, Hotels & Airport) and have rich experience & have good exposure with Multilingual team.

I'm first class university graduate from Pune University & 1 year Diploma in computer applications. Having 12 years of versatile experience in Salon/spa management, hospitality and retail store operations. Have managed the team size of about 15-20 people.

Worked as the Spalon manager in Hotel grand Mercure, Bangalore for one of the pioneer wellness brand (O2 Spa salon pvt Ltd) in Asia, having multiple branches in UAE & India.

I have grown from a skin & laser therapist to the manager level. Have worked for one of the top skin care company in India (Kaya Skincare Ltd) dealing in non surgical dermatological products & solutions across countries.

Please go through my resume for the complete information.

Regards,

Ismail,

Bangalore, KA.

India.

Skype Id- shaikhism

Employment History:

September 2015 - Present - Spa Manager at (most recent employer hidden for confidentiality) Bangalore, India , India, (5 Star Hotel Spa)

Duties included:

- Hired, trained and dismissed employees as necessary.
- Maintained spa and salon area of beauty center.
- Built an engaging rapport with customers.
- Communicated with various vendors to select health care products to stock.
- Handled staff payroll issues.
- Responded to customer service issues.
- Established ongoing relationships with vendors and interviewed potential new vendors.
- Implemented customer service procedures and ensured that guidelines were followed.
- Researched new spa products and made purchasing recommendations.

- Remained up-to-date on current spa trends.
- Maintained spa inventory and reordered supplies as necessary.
- Ensured that all industry standard cleanliness procedures were followed.
- Used MS Office applications to maintain employee, stock and customer databases.
- Dealt with staff scheduling and payroll issues.
- Established updated hiring and training practices.
- Maintained steady communications with vendors
- Guiding, converting & selling membership plans to the guest.

Products worked with:

L'Oréal, casmara, votre, Christine valmy, ode, skeyndor, schwarzkopf, kaya skincare etc

July 2012 - September 2015 - Spa Manager at Lizze Spalon, Pune, India, (High Street Salon)

Duties included:

To Schedule the employees so that staff is always available to provide services.

- To Oversee staff training and development and make sure that advanced training opportunities are available.
- To manage and supervise non-creative staff such as schedulers and maintenance staff.
- Responsible for the ordering of supplies for the business, as well as ensuring retail operations remain stocked. This includes developing inventory control methods.
- To create an atmosphere where customers are comfortable and are satisfied, leading to repeat business. The managers ensure that all equipment is operating and that the salon or spa appearance is one that creates an inviting, relaxing environment for customers.

October 2011 - May 2012 - Store Manager. at The Nature's Co., Pune, India, (Product Company)

Duties included:

- Store business operations, including managing profit and loss, facility management, safety and security, loss prevention, and banking.
- Product management, including ordering, receiving, price changes, handling damaged products, and returns.
- Team Development, facilitating staff learning and development
- Welcoming customers and helping them with our products and services.
- BD activity to get more foot falls in the store.
- Day begin, shifts assignment, petty cash management, stock maintenance and Day end.
- Billing and cash management.
- Visual Merchandising and inventory control
- Take essential measures for coordinating particular events and promotions.
- Formulate daily and weekly sales and activities reports.
- Participant in local market enhancement program along with making advertising planning.
- To assure that staff is provided with proper training, instruction, tools, and methods to perform their jobs.
- To encourage and build a team environment.

October 2011 - May 2012 - Retail Professional at The Nature's Co , Pune, India, (High Street Store)

Duties included:

Overall retail store operations.

Products worked with:

Organic body and bath related products like face and body scrub, bath salt, shampoo, conditioner, lip balm, incense sticks body mist etc

February 2009 - October 2011 - Pune at Kaya Skincare ltd, Pune, India, (Skin Clinic)

Duties included:

- To serve the clients in a signature way.
- To accurately perform registration process for new and existing clients.
- To schedules appointments according to established procedures.

- To make reminder calls to clients.
- To help them with the billing and other issues.
- To do sales including product, services and membership sales.
- To make efforts to achieve personal sales target as well as help the team to achieve store sales target.
- To do call outs to inform about upcoming offers (telesales).
- Front desk management and client records management.
- Client co-ordination.
- Skin rejuvenation and permanent hair reduction with ND-YAG laser (US FDA approved laser for Indian skin and hair type), Facials and skin peels.

Education and Qualifications:

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Training Certifications from Kaya skincare Ltd for Skin exfoliating services using skin peels and Microdermabrasion and skin rejuvenation and permanent hair reduction using ND-Yag laser.

2009 Marico Industries Ltd (Kaya skin clinic) a pioneer skin care brand in India and gulf.

Trained in house, certification course in skin peels, microdermabrasion, photo facial and permanent hair reduction using ND-Yag laser.

Training certification in skin exfoliating services using microdermabrasion and skin peels, skin rejuvenation & permanent hair reduction using ND-YAG laser by Kaya skincare limited (US FDA approved laser)

2008 Deccan institute, camp, Pune. India.

DCA-DTP

DCA - Diploma in computer applications & multilingual DTP.

2008 Pune University

First class graduate from renowned Pune university.

2008 Deccan institute, pune

Diploma in computer applications and multilingual DTP.

Product Training:

March 2008 Nd-YAG laser, glycolic peel, alpha beta peel, TCA peel, lactic peel and mictodermabrasion.

Kaya skin care pvt Ltd.

All the dermal peels and mictodermabrasion.

Vocational Qualifications

One Year Diploma in Computer Application & Multilingual DTP from Deccan Institute

Hobbies and Interests

Swimming, Travelling, Listening to music.

CV created at www.spastaff.com