

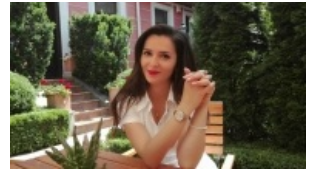
# Curriculum Vitae

Female

D.O.B. 27 November 1985

Number of years working in industry:

15 years 3 months



**Candidate ID Number:** 47261

**Nationality:** Romanian

**Language Skills:**

Fluent: English

Basic: French

**Permitted to work in:** European Union

**Position Sought:** Spa Director, Spa Manager, Salon Manager, Assistant Manager, Head Therapist, Treatment Manager / Spa Trainer, Beauty Therapist, Skin Clinic Therapist, Massage Therapist, Nail Technician, Receptionist, Retail Professional, Membership Sales Professional, Laser therapist

## Personal Statement

Success is directly proportional to the effort,

A strong purpose keeps the engine on

Seeking work in international locations and cruise ships

## Employment History:

**August 2021 - Present - Beauty Therapist** at (most recent employer hidden for confidentiality) Cruise Ship, (Cruise Ship)

### Duties included:

- Scheduling employees' work timings
- Training staff members
- Managing supplies and company resource
- Overseeing employees' performance.
- Supervising customer service.
- Performing body massages (deep tissue massage, Swedish massage, lymphatic massage, reflexology,) and treatments including scrubs, facials, manicure, pedicure, therapy techniques and attended workshops.
- Conferences and employee trainings to continuously update knowledge,
- Help in all areas of spa operations as requested by organization (cleaning, inventory).

### Products worked with:

Nuori , Hydrapeptide

**Career Break** - buying house

**June 2018 - April 2020 - Spa Manager** at Canyon Ranch Spaclub at Sea, Cruise Ship, (Cruise Ship)

**Duties included:**

- To assist Hotel Director with all the aspects of the spa operations;
- To report receipts and plans of business to the ship's revenue manager and spa head office
- Establish and maintain standards and procedures;
- Handle guest's questions and concerns professionally and courteously;
- Organize, coordinate and direct staff to deliver a WOW spa experience, starting from set-up, greetings and a best service.
- Communicates goals, objectives, policies, procedures and/or other pertinent information to spa team
- Supervise, coach, mentor and train staff to ensure exceptional guest experience
- Works with spa team to develop incentives and strives to improve service performance.
- Remains visible in front desk areas, supporting associate, member, and guest needs
- Helps coordinate, conduct and complete inventory counts for linen, retail, backbar or other
- Celebrates successes and publicly recognizes the contributions of team members

**Products worked with:**

Red Flower , Shankara, Luzern, Environ, Babor

**Career Break** - pandemy

**December 2016 - June 2018 - Assistant Manager** at Canyon Ranch Spaclub at Sea, Cruise Ship, (Cruise Ship)

**Duties included:**

- Conducts daily meetings with staff and review all the good/bad comments In order to avoid any further complains.
- Knowledgeable off all corporate policies, procedures and required reports.
- Attend meetings, training sessions, courses and all other work-related activities as required .
- Follows all company safety and security policies and procedures; reports accidents, injuries and unsafe work conditions.
- Resolve guest complaints, ensuring guest satisfaction.
- Monitor and maintain cleanliness, sanitation and organization of assigned work areas.
- Formal trainings for the team for settings goals, mentoring and coaching spa business
- Stays "above the line" and takes ownership for achieving results in all spa departments, Workplace Safety, Time & Attendance, Public Health and of course ratings and revenue because we are a revenue department.
- Grooming standards male/female
- Conduct regular spa inspection evening time to ensure set up is proper done for next day, cleanliness and maintenance of the spa, any issue should be reported to our Accommodations Maintenance Manager with a Issue Trax
- Creates a climate of trust and mutual respect.
- Inspires commitment and pride by acting as a role model and fostering a team environment

**Products worked with:**

Red Flower , Shankara, Luzern, Environ, Babor

**July 2014 - September 2016 - Beauty Therapist** at CANYON RANCH SPAClub AT SEA , Malta, Malta, (Cruise Ship)

**Duties included:**

- Maintain client's records including demographic information, medical histories and appointments
- Assistance for the guest , explain them the services that we offer make them enjoy the time spent in our spa and provide them the best service ever
- Identification of customers’ needs ,recommending the proper products and services, active promotion and participation to the sale of services specific to customers, owning a strong knowledge of all products used, treatments and services offered by the Spa
- Conducting skin analysis and advising clients on skin and body care
- Performing different piles for the face, laser treatment for pigmentation sands, wrinkles, scars, and acne.
- Performing body massages and treatments including scrubs, body wraps, therapy techniques and attended workshops .
- Organize seminars about our retail products and services that we provide
- Conferences and employee trainings to continuously update knowledge
- Selling and providing advice on cosmetic and skin care products
- Developed and taught stretching courses intended client’s overall health and body awareness
- Creates excellent guest experience through friendly and helpful attitude
- Help in all areas of spa operations as requested by organization

### **Products worked with:**

Red Flower , Shankara, Luzern, Environ, Babor, Voya

**Career Break** - Training - industry-related

**June 2009 - June 2014 - Beauty Therapist** at Denises Center, Timisoara, Romania, (Day Spa)

### **Duties included:**

- Scheduling spa/salon services
- Handle client enquiries with courtesy, respond to questions and provide information in an accurate, appropriate and timely manner
- Educating clients on spa/salon therapies and services
- Determine how to treat a patient based on individual problems and needs; develop a treatment plan that will provide maximum benefit to the client
- Performing body massages (deep tissue massage, swedish massage, lymphatic massage, reflexology, ayurvedic body treatments, hot stones massages,sports massage, prenatal massage, trigger point massage)
- Actively pursuing daily sales goals, including retails sales
- Perform prep work, maintain a clean work environment and track inventory of products used for massage therapy

### **Products worked with:**

Herbalife, Yamuna

## **Education and Qualifications:**

### **2014 trained in house**

not certified

Aromatherapy, Asian Treatments, Ayurvedic Treatments, Bathing Rituals, Cellulite Treatments, Deep Tissue Massage, Indian Head Massage, Marine/Algae Treatments, Stone Massage

### **2009 University of Medicin and Pharmacy of Timisoara , Physiotherapy**

- UNIVERSITY DIPLOMA -Physiotherapy

### **2007 Cosmetology**

## **Product Training:**

**September  
2014**

**Red Flower, Shankara, Environ, Luzern, Voya**

In the cruise ship. lead therapist,

On Board Management Training

Advanced Management Training Miami:

Voya, Red Flower- body scrubs and wraps

Luzern, Environ -Facial treatments

Shankara - head treatment, body scrubs and wraps, foot treatment

**April 2014**

Liviu Moldovan ( on board training)

Anghel Adrian (on board training)

For the product : we learn about protocols ( steps of the treatments, how to apply them, and ingredients)

For management:

- Quality assurance
- Role of a manager
- Branding Treatments
- Developing a business strategy to meet Financial targets
- Retail calculation formula
- Risk Management
- Solution Selling
- Seminars
- Stock control, Stock Projections
- Marketing

## **Vocational Qualifications**

Neurological programming, Numerology,

## **Hobbies and Interests**

Psychology, Dance, Hiking ,Yoga

CV created at [www.spastaff.com](http://www.spastaff.com)

