

Curriculum Vitae

Female

D.O.B. 02 September 1991

Number of years working in industry:

18 years 11 months



Candidate ID Number: 52354

Nationality: Serbian

Language Skills:

Fluent: English, Serbian, Croatian

Basic: German, French, Russian

Permitted to work in: Serbia

Position Sought: Spa Manager, Spa Co-ordinator, Assistant Manager, Head Therapist, Treatment Manager / Spa Trainer, Senior Therapist, Beauty Therapist, Skin Clinic Therapist, Receptionist, Retail Professional, Membership Sales Professional

Personal Statement

I am a certified skin care therapist and spa professional, with an educational background and associate's degree from Higher Education of Professional Health Studies, and 5+ years experience in the high end beauty and hotel industry.

Passionate about delivering perfect customer care and business growth. Looking forward to co-operating with determined and creative professionals.

Employment History:

March 2018 - Present - Spa Consultant at (most recent employer hidden for confidentiality) Belgrade, Serbia , (Product Company)

Duties included:

- sales
- training for salon/spa/medical staff
- clients support
- organizing promotional activities
- business development consultancy

Products worked with:

- ELEMIS

June 2019 - Present - Spa Sales representative/Skin care specialist at Pura Vida Day Spa, Porto Montenegro, Montenegro, (Day Spa)

Duties included:

- Reception duties
- Sales of the products and treatments
- Providing treatments to the clients
- Marketing and management assistance

Products worked with:

- ELEMIS
- Comfort zone
- Medical plants

March 2018 - Present - Spa Consultant at Bahlen Beauty, Belgrade, Serbia , (Product Company)

Duties included:

- sales
- training for salon/spa/medical staff
- clients support
- organizing promotional activities
- business development consultancy

Products worked with:

- ELEMIS

June 2019 - Present - Spa Sales representative/Skin care specialist at Pura Vida Day Spa, Porto Montenegro, Montenegro, (Day Spa)

Duties included:

- Reception duties
- Sales of the products and treatments
- Providing treatments to the clients
- Marketing and management assistance

Products worked with:

- ELEMIS
- Comfort zone
- Medical plants

November 2022 - Present - Beauty Therapist at Viking Expedition, Viking Octantis, Expedition ship, Antartica, Great Lakes, (Cruise Ship)

Duties included:

VIKING EXPEDITION LTD -Viking Octantis- assistant spa manager trainee/ beauty therapist within Nordic spa on board expedition ship (Antarctica/Vertical World Cruise/Great Lakes)

Products worked with:

Hydrafacial

NUORI

April 2022 - September 2022 - Senior Therapist at Bellevue Spa Clinic, Losinj, Croatia, (5 Star Hotel Spa)

Duties included:

front desk & sales, skin care therapies within spa clinic (Hydrafacial, Biologique Recherche, ISun, assistance to dermatologist treatments, skincare advising), body therapies (classic massages, hot stone, gemstone massage, sport recovery massage, detox anticellulite massage/lymphatic, scalp treatments, body wraps & scrubs (Tides), spa manicure & spa pedicure, assisting guests with spa facilities and gym

Products worked with:

Biologique Recherche

ISun

Hydrafacial

Tides

June 2021 - August 2021 - Beauty Therapist at Viking Ocean Cruises, Cruise ship, (Cruise Ship)

Duties included:

beauty therapist/Liv Nordic brand ambassador within Nordic spa on board luxury cruise ships –embarkation duties (welcoming and assisting guests with onboarding experience), reception duties (making reservations, explaining the concept of the spa, spa tours), skincare therapies (Hydrafacial, Hydropeptide facials, The Organic Pharmacy facials), body therapies (Swedish mindful massage, Swedish classic massage, Swedish deep tissue massage, Nordic body rituals – wraps/scrubs, hot & cold therapies, Nordic treatments for hands and feet, hair & scalp treatments)

Products worked with:

Hydrafacial

The Organic Pharmacy

Hydrapeptide

February 2007 - February 2018 - Treatment Manager / Spa Trainer at Luxury Collection Metropol palace Hotel, Belgrade, Serbia , (5 Star Hotel Spa)

Duties included:

Providing training to spa staff regarding:

- -Customer care
- -Hygiene standards
- -Operational procedures
- -Hotel standards
- -Treatments protocols
- -Retail products
- -Sales techniques
- -Staff presentation
- Evaluation of staff-therapists, receptionist, housekeeping – writtenand oral tests, mystery guests
- Consultancy on customer care procedures
- Consultancy on marketing plan – promotions regarding the treatments and facilities
- Writing and adapting existing procedures for tstaff
- Assistance in housekeeping training and monitoring/evaluation
- Human resource assistance
- Assistance in organizing and developing trainee plan – interships
- Monthly inventory of professional and retail products
- Consultancy on spa menu- treatments protocols
- Order of consumables for spa treatments
- Communication with local distributors for consumables
- Organizing cooperation and training from outside companies
- Cooperation with other departments in hotel regarding spa operation

Products worked with:

- ELEMIS
- BEAUTY LAB

Career Break - education purposes

October 2017 - October 2017 - Treatment Manager / Spa Trainer at Casale Panayiotis Myrianthousa Spa, Kalopaganiotis, Cyprus, Cyprus, (Hotel Spa)

Duties included:

- - Visiting Trainer as part of cooperation with management company Exclusively spa.
- - I was conducting the training for spa staff regarding TEMPLE SPA treatments protocols, products, as well as establishing standard operating procedures in liason with the spa manager.

Products worked with:

- Temple Spa

Career Break - education

July 2017 - July 2017 - Spa Consultant at Liostasi Hotel & Suites, Ios Island, Greece, Greece, (Hotel Spa)

Duties included:

- - Visiting the SPA and providing training and quality assurance to SPA STAFF, as part of cooperation with spa management company EXCLUSIVELY SPA.
- - The visit was for 10 days, and during the period I was performing training regarding the treatment protocols and products sales, establishing promotional activities, adapting and creating operating procedures in liason with the management company and hotel management.

Products worked with:

- BEAUTY LAB
- KURLAND

October 2015 - May 2016 - Beauty Therapist at Elegance Mind and Beauty Spa, Belgrade, Serbia , (Day Spa)

Duties included:

- Skin care/Spa therapist and receptionist, duties:
- Providing a welcome service and making appointments
- Maintain equipment and sample inventory of products
- Keep documentation and maintain clients' files
- Acknowledge and respond to relevant customer queries, needs and expectations Advise and suggest retail products or additional services
- Uphold hygiene standards and follow health and safety regulations
- Cooperate with and report on administration on any arising issues
- Apply best practices and be up to date with market trends
- Deliver a variety of spa services (body treatments, massages, facials...) in a safe and comfortable manner
- Brand promotion- BDR, Reviderm, PhyMongShe
- Evaluate clients' skin condition and appearance
- Discuss available treatments and determine which products will improve the clients' skin quality and quality of life.

Products worked with:

- BDR
- REVIDERM
- PHY MONG SHE

March 2015 - October 2015 - Skin Care Consultant/ Assistant of a Trainer at Evropa Lek Pharma, Belgrade, Serbia , (Product Company)

Duties included:

At Pharmacies work:

- Assisting customers with finding skin care products that meet their needs
- Advise, recommend and educate clients on techniques for obtaining and maintaining a healthier and younger looking skin.
- At company work:
- Assistance during practical work of newcomers' education- sales techniques, product knowledge

Products worked with:

- Uriage
- Caudalie

December 2013 - March 2015 - Beauty Therapist at La Beaute, Belgrade, Serbia , (High Street Salon)

Duties included:

- Manicure, pedicure, depilation, facial treatments
- Sales of Mary Cohr cosmetic products
- Implementing procedures in the field of safety, security and quality

Products worked with:

- MARY COHR

June 2014 - October 2014 - Internship at Skin Care Center, Belgrade, Serbia , (Hospital / Medical Clinic)

Duties included:

- Skin procedures performed with Syneron e Style Intensive Pulsed Light – IPL: skin tightening / skin rejuvenation / hair removal /acne treatment
- Brymill cryotherapy
- Professional skin treatments: DrMurad, Neostrata, SkinMedica
- Multi Skin Test Scanner Curage-Kazaka

Products worked with:

- MURAD
- NEOSTRATA
- SKINMEDICA

Education and Qualifications:

2015 Higher Education Of Professional Health Studies

Degree

- Scientific field: Medical sciences
- Scientific area : Medical sciences
- Acquired title: beautician aesthetician
- Exams passed
- Physiology with anatomy
- Chemistry
- Skin physiology
- Informatics in health
- Cosmetic Care I
- Technology of cosmetic raw materials
- Hygiene
- Traditional cosmetic procedures
- Cosmetic care 2
- Cosmetology I
- Dermatology
- Epidemiology
- General medicine
- Cosmetology 2
- Skin care in dermatology
- Pedagogy
- Professional Practice 1
- Health care
- Health education
- Dermo-cosmetic preparations
- Aesthetics
- General Physical Therapy
- Management in health
- Nutrition of healthy people
- Wellness programs
- Aesthetic and reconstructive surgery
- Decorative cosmetics
- Professional Practice 2

Product Training:

June 2022 Biologique Recherche

Bellevue Spa Clinic, Croatia

June 2021 HYDRAFACIAL

on board Viking OCEAN cruise ship

June 2019 COMFORT ZONE

Pura Vida Day Spa, Porto Montenegro, Tivat

Facial treatments

Body treatments targetting cellulite, loss of firmness, water retention

**October
2018**

ELEMIS

- CROATIA- BAHLEN BEAUTY, by official ELEMIS trainer
- METROPOL PALACE LUXURY COLLECTION HOTEL - by internal company trainer

Certified in

ELEMIS HANDS ON TREATMENTS

ELEMIS BIOTEC THERAPY

July 2017 TEMPLE SPA

Casale Panayiotis Myrianthousa Spa- by official Temple Spa trainer and treatment manager

Face therapy

Body therapy

Hot stone massage

**October
2014**

SkinMedica

Belgrade, Serbia- MSF pharm

SkinMedica product line

SkinMedica treatments

**October
2014**

Neostrata

Belgrade, Serbia- MSF pharm

Neostrata product line

Neostrata professional treatments

**October
2014**

Murad

MURAD CENTER, BELGRADE

ANTI AGING MODULE

Vocational Qualifications

Technical Support Fundamentals

Digital Marketing Fundamentals

MS OFFICE- Word Processing; Excel; Power Point

Video editing tools

