

# **Curriculum Vitae**

## **Female**

**Number of years working in industry: 20 years 2 months**

**Candidate ID Number:** 54328

**Nationality:** British

**Language Skills:**

Basic: Spanish

**Permitted to work in:** UK - United Kingdom

**Position Sought:** Regional Senior Manager, Spa Director, Spa Manager, Salon Manager, Spa Co-ordinator, Assistant Manager, Head Therapist, Treatment Manager / Spa Trainer, College Tutor

## **Personal Statement**

Seeking work in national and international locations and cruise ships

## **Employment History:**

**October 2017 - Present - College Tutor** at (most recent employer hidden for confidentiality) Sheffield, UK - United Kingdom, (College)

### **Duties included:**

- Delivering & assessing ITEC/VTCT/NVQ level 2 & 3 courses-Beauty Therapy & Complimentary Therapies/Nail Extensions
- Enrolment/Induction/tracking/tutorials/Portfolio/Stock control/Compliance/Standardisation

### **Products worked with:**

Dermalogica Skincare

Environ Skincare

Séla Skincare

Heaven Skincare

Hydropeptide Skincare

Frolle'd Skincare

Jayne Airdale

**November 2016 - October 2017 - Treatment Manager / Spa Trainer** at Nstyle International Dubai, Dubai, UAE - United Arab Emirates, (Day Spa)

### **Duties included:**

- Raising standards across all branches, services and therapists, ensuring all branches and services are compliant with municipality guidelines.
- Creation and Project Management of new training academy, design of, sourcing equipment and products.
- Conducting local and overseas trade tests and interviews.
- Creating on-boarding education program.
- Devising and implementing SOP's for services and branches.
- Conducting hands on training in various subjects to NVQ standards.
- Assessing, evaluating, and tracking learner progress, refresher and skill shortages.
- Implementation of new grading system in-house POS software, reducing client complaints and missed opportunities.

- Managing/mentoring and providing professional and personal support to a team of 6 trainers.
- Implementing train the trainer concept across all stores.
- Educating of area managers, store managers, front desk, therapists, call centre staff and distribution clients in brand awareness and selling techniques, assisting reaching KPI's.
- Keeping the business ahead of the competition by sourcing new retail products and treatments.
- Liaising with product companies to provide specialist training.
- Educating all key staff in client delight/customer service and retail, resulting in 2 key branches reaching target of 1,000,000 AED for the first time.
- Working closely with other departments including Spa Managers, Operations, Marketing, Procurement, Finance and Distribution.

**May 2015 - October 2016 - Treatment Manager / Spa Trainer** at The Nail Spa, Dubai, UAE - United Arab Emirates, (Day Spa)

**Duties included:**

- Manage and set-up of training systems for new joiners and new spas.
- Plan, organise and lead the training department, ensuring excellent design, development and hands on delivery of NVQ standards training programs in line with company and industry standards.
- Regular assessment and tracking of all learners, implementing refresher training and staff CPD as required.
- Identify, select and manage external training agencies for services and products.
- Implementing customer service standards and training across all spas.
- Play a key role in business development, retail and retail training.

**Products worked with:**

- Dermalogica Skincare
- Environ Skincare
- Séla Skincare
- Heaven Skincare
- Hydropeptide Skincare
- Frolle'd Skincare
- Jayne Airdale

**July 2010 - May 2015 - College Tutor** at The Carlton Institute, Exmouth, Devon, UK - United Kingdom, (College)

**Duties included:**

- Ensuring the delivery of high quality NVQ learning programmes through effective curriculum development and design in response to changing requirements and demands, in accordance with awarding body.
- Organising/planning new courses, course manuals, lesson plans & schemes of work.
- Innovative use of course materials and resources.
- Working with young and adult learners and those presenting special needs.
- Delivering and assessing learners studying Holistic/Beauty Therapies and Nail Technology at NVQ 2 & 3 and Diploma level, in accordance with the criteria set out by awarding bodies.
- Conducting learner interviews, attending open evening events, managing the admissions and enrolment processes.
- Training members of staff regarding CPD.
- Invigilating and marking theory exams for VCTC, marking portfolios.
- Assessing work place competence and ensuring quality and standards.
- Training facilities management and stock control.
- Monitoring and setting targets for learners' achievement.

**Products worked with:**

- Dermalogica Skincare
- Environ Skincare
- Séla Skincare
- Heaven Skincare
- Hydropeptide Skincare
- Frolle'd Skincare
- Jayne Airdale

**November 2005 - May 2015 - College Tutor** at Beauty Trainers, Nottingham, UK - United Kingdom, (College)

**Duties included:**

- Teaching nail and beauty courses across the UK, equipping learners with the skills required to become a

successful beauty therapist or nail technicians.

- Awarding Diploma certificates and insurance.
- Working with learners from a range of backgrounds, competence levels and ages.
- Telephone and BTC sales of courses, nail/beauty products and kits.
- Administration, enrolling students, compiling relevant materials, assembling manuals.
- Handling of banking and on-line payment gateway.
- Handling of accounts.
- Creation, management and marketing of website.

#### **Products worked with:**

- Dermalogica Skincare
- Environ Skincare
- Séla Skincare
- Heaven Skincare
- Hydropeptide Skincare
- Frolle'd Skincare
- Jayne Airdale

#### **Education and Qualifications:**

##### **2018 New College Nottingham**

Teacher Training - CTTLS-DTTLs - Level 4 VTCT (QCF) Assessors Award City and Guilds (NVQ) Beauty Therapy Level 2 City and Guilds (NVQ) Beauty Therapy Level 3 A-Level Sociology - Grade B A-Level Sociology - Grade B GCSE's

- Beauty Therapy
- Eye Treatments and Lash Extentions
- Billion Dollar Brows
- Waxing
- Facials
- Manicure
- Pedicure
- Make-up
- Holistic Therapies
- Indian Head Massage
- Hot Stone Massage
- Aromatherapy
- Reflexology
- Sports Massage
- Nail Technologies
- Fibreglass & Silk
- Acrylic
- Gel
- Gel Polish
- Acrylic Dipping System
- Nail Art

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