

# Curriculum Vitae

Female

**Number of years working in industry: 14 years 0 months**

**Candidate ID Number:** 57462

**Nationality:** British

**Language Skills:**

Fluent: English

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

**Position Sought:** Spa Co-ordinator, Assistant Manager, Massage Therapist, Holistic Therapist, Receptionist

## Personal Statement

I am a hardworking person who enjoys a challenge. I particularly enjoy developing new skills and meeting new people. I am a very organised and motivated person and have a strong record in customer service and administration.

I am looking for new opportunities due to a relocation to Pembrokeshire.

Seeking work in national locations

## Employment History:

**March 2012 - Present - Wills Case Manager** at (most recent employer hidden for confidentiality) Bristol, UK - United Kingdom, (5 Star Hotel Spa)

### Duties included:

I am currently employed as a Wills Case Manager at Co-op Legal Services. The key aspects of this role include contacting customers by telephone to gain their wishes in relation to their Wills and/or Lasting Powers of Attorney, building a rapport with them, providing legal advice in relation to their requirements and taking card payments over the phone. I then complete drafting of the documents based on both a legal framework and their instructions.

As part of this role I maintain client details accurately on a case management system in order to ensure both compliance and regulatory standards are met. The role requires me to organise and manage my own workload and diary and I am also required to identify and capitalise on up selling/cross selling of a wider range products where applicable in order to ensure revenue targets are met.

Other ad hoc duties include answering our main telephone line to deal with enquiries and booking appointments into our diary both with myself and other members of the team.

**February 2012 - October 2018 - Massage Therapist** at Self employed, Bristol, UK - United Kingdom, (Home/Mobile)

### Duties included:

I was working on a part time basis as a massage therapist alongside my office role. I qualified with Bristol College of Massage in both holistic massage (level 4 diploma) and sports & remedial massage (level 5 diploma). Since qualifying I have also undertaken training in basic aromatherapy, Indian head massage and attended a one day course on reflexology for massage therapists. I stopped offering treatments due to my relocation to Pembrokeshire.

As I was working for myself this also included record keeping of accounts, money in and out of the business, stock taking and marketing.

### Products worked with:

Neal's Yard Remedies

Schmoo Skincare

## Education and Qualifications:

### 2015 Bristol College of Massage and Bodywork

Level 4 diploma

- 2018: Online 'Wellbeing Business School' marketing course by Claire Mitchell at The Girls Mean Business
- 2017: Workplace First Aid training.
- 2015: Remedial and Sports Massage Diploma (level 5): Bristol College of Massage: 1 year course.
- 2014: Indian Head Massage (level 3): Bristol College of Massage: 3 month course.
- 2014: Reflexology for Massage Therapists: Bristol College of Massage: 1 day course.
- 2012: Basic Aromatherapy Blending and Massage: Vitality Holistic Therapy: 1 day course.
- 2011-2012: Holistic Massage Diploma (level 4): Bristol College of Massage: 1 year course

## Vocational Qualifications

- 2018: Online 'Wellbeing Business School' marketing course by Claire Mitchell at The Girls Mean Business
- 2017: Workplace First Aid training.
- I hold a full, clean driving licence and have my own transport.

## Hobbies and Interests

Walking with the dog, F1/motorsports, wellbeing

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

