

# Curriculum Vitae

**Female**

**D.O.B. 02 May 1978**

**Number of years working in industry:**

**23 years 9 months**



**Candidate ID Number:** 60850

**Nationality:** Indonesian

**Language Skills:**

Fluent: English, Bahasa Indonesia

Good: Bahasa Melayu

Basic: Chinese Language, Japanese Language, Arabic

**Permitted to work in:** Indonesia

**Position Sought:** Spa Consultant, Regional Senior Manager, Spa Director, Spa Manager, Salon Manager, Spa Coordinator, Assistant Manager, Head Therapist, Treatment Manager / Spa Trainer, Senior Therapist, Beauty Therapist, Skin Clinic Therapist, Massage Therapist

## Personal Statement

Passionate Spa and expert Management and Team pre opening

Strong Customer Service Skills - Excellent

Communication Skills -

Facility Maintenance -

Team Management Skills -

Revenue Skills

Sales Skill

Marketing Strategies -

Health and Safety Standards

Spa Trainer and Coaching

Seeking work in international locations

Management P&L and KPI

## Employment History:

**November 2022 - Present - Operation Manager Spa & Wellness** at (most recent employer hidden for confidentiality) JHL Solitaire Hotel, Episode Hotel, JSI Resorts - Indonesia , Indonesia, (5 Star Hotel Spa)

### Duties included:

Responsible for managing operations of Acqua Spa, Acquaree Kids Spa, The Workout Fitness, Sandjung Spa, Kayu Spa.

Oversee operational activities at every level of an organization. Their duties include hiring and training employees and managing quality assurance programs. An operations manager also strategizes process improvements to ensure everyone completes their tasks on schedule.

Responsible for achieving goal and target, sales and revenue.

Creating quarterly new spa treatment and programs. Handling guest referr and guest complaint.

**May 2022 - August 2022 - Spa Consultant** at Mine Wellness , Jumeirah Al Naseem , UAE - United Arab Emirates, (Hair Salon)

**Duties included:**

- Helping to consult pre opening hair salon and barber salon
- to create sop and set up product and menu implementation for salon and wellness operations

**Products worked with:**

Accra Cappa

Dyson

Bella bacci

Framesi

Maria Dowling

**August 2016 - April 2022 - Spa Manager** at Jasmine for her Horizon LLC Gym and SPA for Ladies , Muscat, Oman, (Day Spa)

**Duties included:**

- Responsible on planning and coordinating activities of spa facilities, coordinate program schedule, and direct staff and oversee spa operations.
- Pre opening team of Jasmine
- in development of Spa and slimming beauty and Salon concept and project opening
- Work closely with GM to arrange preparation to new opening Jasmine slimming beauty Spa and salon premium gym membership
- Implemented and providing SOP continued as training and coaching staff.
- Pre opening team of Jasmine
- in development of Spa and slimming beauty and Salon concept and project opening
- Work closely with GM to arrange preparation to new opening Jasmine slimming beauty Spa and salon premium gym membership
- Implemented and providing SOP continued as training and coaching

**Products worked with:**

- Thalgo
- Alma Laser
- Lpg endermology
- presco wrap
- nashi argan
- loreal
- Kevin Murphy
- GK
- NASHI

**April 2015 - March 2016 - Spa Manager** at Alila Jakarta , Jakarta , Indonesia, (5 Star Hotel Spa)

**Duties included:**

- Department Head of Gym & Spa. Over see a team and responsible in Daily Gym & Spa operational with 15 employee include 5 Spa room treatment and responsible with our 280 Gym Membership.
- Responsible conduct and coordinating Spa training program each month and submit to Human Resource Department.
- Heavenly involved in the interview and Hiring process responsibilities and Management of 18 employees. Perform all payroll duties including invoicing for Spa&GYM vendor. Conduct daily and monthly team and head department meeting. Complete yearly reviews and disciplinary documentations. Review and update policies and procedures as well as treatment protocols.
- Oversee the coordination of corporate events
- Imvolvement in the development of new treatments of on the Spa menu and Spa events promotions
- Working with product vendors to maintain a fresh and vibrant selection of retail and professional products for purchase
- Consistently meeting and exceeding retail financial goals

- Creating and monitoring sales incentives
- Assigned as the evening Manager on duty monthly departments head schedules
- Executive specific initiatives of planning, sales marketing, cost control, staff training, employee relations, and guest satisfaction.
- Responsible to maintaining in goal of Revenue Generated Spa &GYM Department
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**Products worked with:**

Alila spa products from Bali Essentials Spa

**March 2013 - January 2015 - Spa Manager** at Pullman Jakarta , Jakarta , Indonesia, (5 Star Hotel Spa)

**Duties included:**

- Motivated current Staff with incentives & training to up sell treatments & retail selling
- Setting and achieving targets
- Diary Management
- Staff reviews and appraisals
- Arranging promotional events
- Monitoring Spa Budgets
- Stock control
- Over seeing the day-to-day running of the health club reception team and procedures
- Assisting Regional Manager Area with training and developing other spa managers within the Leo Stephen Spa Salon Active Group
- The spa currently takes Rp.3, 000,000,000 per year with an Rp.1, 500,000,000 profits
- Coaching and Training all staff of Spa standard base on the creating
- SPA MENU

**Products worked with:**

Pevonia

**May 2005 - March 2013 - Head Therapist** at Ritz-Carlton mega kuningan Jakarta , Jakarta , Indonesia, (5 Star Hotel Spa)

**Duties included:**

- Assist the Spa Department and help conduct to coaching training the Spa Department to improve excellent Spa service.
- Develop, manage and support coaching development initiatives which increase opportunities for employee to continuous learn and grow to access professional development opportunities in line with Spa department guide lines.
- Manage the Employee of active and qualified.
- Manage and recording of quality detail.
- Manage and recording of quality.
- Provide monthly, quarterly and annual report of departmental training plan and departmental training report submit to Human Recourses Director.
- Record employee performance base on Spa Department.
- Lead and manage Standard Operating Procedures Spa Department, support the delivery of events, programs courses and other initiatives deliver by team Spa Department.
- Monitoring Spa Quality of the Therapist to ensure their performance in delivery service excellent to each guest.
- Coordinating Spa Training Plan, Spa Training Conduct, and Spa Training Report each month.
- Prepare new staff certification due to their ability to provide exceptional Spa service performance.
- Build up the client list.
- Perform a whole range Spa treatment.
- Work closely to Spa director and report directly to Spa director.

**Products worked with:**

- Biodroga
- guinot
- babor

**April 2003 - April 2005 - Senior Therapist** at Intercontinental Hotel Jakarta , Jakarta Indonesia ☐☐ , Indonesia, (5 Star Hotel Spa)

**Duties included:**

- Primary responsibility to deliver excellent in quality Spa service to our guest/member/visitor in a timely, courtesies and efficiency manner, escort the guest to and from the treatment room attending to immediately need throughout Spa visit and help to coordinate all guest requests for Spa service.

**Products worked with:**

- Guinot
- pevonia

**March 2001 - March 2003 - Beauty Therapist** at Kempinski Hotel Jakarta , Sudirman Jakarta -Indonesia , Indonesia, (5 Star Hotel Spa)

**Duties included:**

- Responsible on planning and coordinating activities of spa facilities, coordinate program schedule, and direct staff and oversee spa operations.
- From: During July 2001 to August 2001 and October 2001 to December2001 (4month) has assigned task force employee at The Ritz-Carlton Hotel Bali - Indonesia
- Responsible to assist the Spa during their busy season on behalf of Kempinski Wellness Centre & Spa Therapist.

**Products worked with:**

Celex-C

Pevonia

**Education and Qualifications:****2015**

spa Treatments

spa management

**2011 Asti**

Certified from Indonesian authority professionals Spa

- In house sales course - Ritz-Carlton Spa and fitness
- Certification Green Book Leaders Ship Level 1 ( Leader ship Training 3 month)
- Vitality Pool Stress Management training
- Spa Design for 20 Century Training
- How to Train Therapist to Keep Their Spirit Alive Training
- Health and hygiene certificate
- First Aid certificate - Qualified firstaider with defibrillator training
- Diploma Anatomy & Physiology at BALI BISA International Spa Academy
- Spa Management

**2016 Bali Bisa Spa Academy**

- CIBTAC A&P Anatomy and Physiology, Spa Treatments and Spa Manager

**1998 SMK PEMUDA**

Diploma Business and Management

**Product Training:**

**June 2019** **Massage treatments such Balinese Massage, sport Massage, Ayurvedic Massage, stone therapy Massage**

**March 2000 - Traditional Indonesian Technique Massage Training, Balinese Massage, Warm**

**July 2016** **Stone Massage, Reflexology Therapy, Shiatsu Massage, and Swedish massage. May 2000 - AWE LUX (Product Body & Facial training). June 2000 - Guinot, Cathio-d**

- Bali Bisa Spa Academy
- Bali Indonesia ٠٠
- March 2000 - Traditional Indonesian Technique Massage Training, Balinese Massage, Warm Stone

Massage, Reflexology Therapy, Shiatsu Massage, and Swedish massage.

- May 2000 - AWE LUX (Product Body & Facial training).
- June 2000 - Guinot, Cathio-dermi Facials Ascot, Berkshire. Facial
- August 2000 - O-P-I Nail treatments & manicures.
- November 2000 - Balinese Traditional Boreh and Lulur Javanese Body Scrubs Training
- January 2001 - CELEX- C Facial Training
- May 2001 - 2002 Declor body therapy treatments & Product training
- April 2003 - Yonnka Facial & Body Treatment Training + Additional Product knowledge.
- May 2004 - Refresher Training for O-P-I Manicure & Pedicure treatments.
- June 2004 - Clarins Treatment and product training.
- September 2004 - Yonnka Facial Treatment and Product Training.
- April 2005 - Produle Product and Service Spa international training.
- August 2005 - Advanced Spa Essential Body Treatment training.
- January 2006 - Biodroga Facial and Body Treatment Certification training.
- April 2007 - BABOR Facial and Knowledge Training.
- May 2008 - Depileve Body care tube wax system.
- September - 2008 Pevonia Facial Treatment
- January - 2009 Sabai Stone massage technique by Pevonia
- April 2013 - Mineral Care Body and Facial Training.
- January 2014 - Mineral Care Body and Facial treatment Training.
- March 2014 - Pevonia Facial Training
- May 2014 - Spa Essential Heritage 9 sense Culture Spa product from Indonesia Culture
- August 2014 - Work shop Introducing Spa Product from Bernard CASSIERE Paris of Spa product
- September 2014 - Ramburi Spa Product from Thailand, Product knowledge and analysis the all ingredient that the Spa product Free from PARABEN, Spa technique, Spa Design
- October 2014 - Purpose Spa proposal in processing for Spa operator Sharing Profit Company.
- September 2015 - Training certification of Traditional Tangas Betawi Spa by Deputy Spa Pariwisata LSP
- December 2015 - Certificate Seminar & Workshop ASTI/CIDESCO for Tibetan sound therapy Massage, Thai massage.
- January 2015 - Certificate graduated of SPA Manager from LSP Andaru Spa Kemang by Minister of Indonesia Certification Profession developer by CIDESCO
- Member of Indonesian Spa Association developed Sidesco, CIBTAC from 2011 to 2015
- June 2016 to August 2016 - Certificate graduated of 3 month course of Bali Bisa develop Cidesco A&P , Beauty Therapi6,Spa Managerial
- Laser Harmony Lite for hair removal
- LPG slimming
- Thalgo facials treatment and retail
- December 2016 - Certificate of LPG Slimming & Firming Anti Aging Oman
- April 2017 - Certificate of Harmony Lite Alma laser for hair removal, Skin Rejuvenation- Skin Thightening, Diff and BufNails art from MADI International
- Kevin Murphy hair treatments implementation services and products training from MADI international

## Vocational Qualifications

PC literate including Microsoft Office (Word, Excel & PowerPoint).

POS, CRM,SAP

Manager Booking System

POS

Zenoti

Micros, Opera, Medalia, TIASQL, Gumnut, Spa Booker On line, POS, SAP

Cashiering, Billings CRM,Focus,Spa booking manager system

Well-organised and able to work under pressure.

In house sales course ♡" Ritz-Carlton Spa and fitness

Certification Green Book Leaders Ship Level 1 ( Leader ship Training 3 month)

Vitality Pool Stress Management training

Spa Design for 20 Century Training

How to Train Therapist to Keep Their Spirit Alive Training

Health and hygiene certificate

First Aid certificate ♡" Qualified firstaider with defibrillator training

Computer based till system training

Swimming pool plant room training

Health and Beauty Spa Skill Training

Spa Management, planning, training and spa coaching

Spa Sales Marketing and Revenue focussed, Budget Operating and Cost controlling

Management of large teams of therapists, locker Attendant, Instructor, Hair stylist, Receptionist all Spa wellness team members.

Purpose range of Spa treatment, design menu, SOP, Spa product, Healthy Club Member Program.

Training of development of staff

Excellent Manager and time keeper

Understand Profit and Loss and inventorying, KPI, KAPEX,

Spa Promotion

Spa Operating

Provide expert oversight the entire daily SPA & GYM operations, KPI, P&L

## **Hobbies and Interests**

Sports

swimming

yoga

running

reading

traveling explores new place

dance

cooking

reading

meditation

aerobic

excercise

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