

Curriculum Vitae

Female

D.O.B. 03 November 1992

Number of years working in industry:

8 years 2 months



Candidate ID Number: 61459

Nationality: British

Language Skills:

Fluent: English

Basic: Spanish

Permitted to work in: UK - United Kingdom

Position Sought: Assistant Manager, Head Therapist, Treatment Manager / Spa Trainer, Senior Therapist, Beauty Therapist, Massage Therapist, Receptionist, Area Sales Representative

Personal Statement

From my various experiences in working and living overseas I have got a very strong mindset and can handle whatever is thrown at me. I am a very positive and motivated person and I always strive to be the best in whatever I do. I pride myself in being able to get on with different people and personalities and enjoy learning about other cultures and ways of life.

My ongoing life goal is to become fluent in Spanish and to be able to work and travel as I want to see as much of the world as possible. My dream job is to become a Spa Trainer and progress to an International Trainer as I really enjoy teaching.

Employment History:

November 2019 - March 2020 - Receptionist at (most recent employer hidden for confidentiality) Leicestershire, UK - United Kingdom, (5 Star Hotel Spa)

Duties included:

Treatments Administration and Sales Co-ordinator

- Working on the phones and treatments reception
- Scheduling treatments and organising therapist days (making efficient use of time)
- Putting together welcome packs and promotions
- Upselling to specialised treatments
- Working towards daily sales target
- Building rapport with guests

Products worked with:

Elemis, Decleor, Clarins, Spa Find, OPI, B-Line

June 2019 - November 2019 - Beauty Therapist at Spa and Salon Staff Agency , Midlands , UK - United Kingdom, (Hotel Spa)

Duties included:

Beauty Therapist for various spas across the Midlands

- Flexibility with different shifts at short notice

- Working in different environments with different therapists and procedures.
- Performed Massage, Scrubs, Wraps, Facials, Manicures, Pedicures

Products worked with:

Decleor, ESPA, Elemis

August 2018 - June 2019 - Beauty Therapist at Steiner - One Spa World, Asia, UAE & Europe, (Cruise Ship)

Duties included:

Silversea 6* Luxury Cruise Line - Silver Shadow

- Perform Ionithermie, Elemis Biotec & Specialised Facials, Massage including Bamboo, Deep Tissue and Swedish
- Hold seminars and events for the guests promoting treatments and products
- Work towards a high sales target - daily and cruise target which involved calculating and planning how to achieve this
- Stock counting
- Assisting manager with online bookings pre cruise
- Cleaning and housekeeping of treatment rooms and spa changing rooms

Products worked with:

Elemis, Ionithermie

January 2017 - August 2018 - Senior Therapist at Ragdale Hall , Leicestershire, UK - United Kingdom, (5 Star Hotel Spa)

Duties included:

- Perform all treatments offered - manicures, pedicures, scrubs, wraps, massage, facials (including all specialised Decleor, Clarins, Elemis and Spa Find treatments)
- Very organised there are 55 treatment rooms and the rooms are set up for different treatments so very efficient and scheduled to run smoothly.
- Decleor Expert Team Member - organised events and promotions, higher sales target, held workshops and training sessions for other therapists with new product launches or treatments, stock control
- Treatments Admin Co-ordinator - working on the phones scheduling treatments, upselling to specialised treatments.
- Assisting Supervisors - worked in the office with the supervisors to organise therapist days and helped to clear columns if there was any sickness or therapists were running late. Around 50-60 therapists working in a day so can be very fast paced and pressurised to make sure everyone is running on time and has an even amount of treatments.

Products worked with:

Elemis, Decleor, Clarins, Spa Find, OPI, B-Line

December 2015 - December 2016 - Beauty Therapist at Millbrook Golf Resort & Spa , Arrowtown, New Zealand, (5 Star Hotel Spa)

Duties included:

- Perform all Elemis treatments - Facials, Massage, Scrubs and Wraps, Vishy massage treatments, steam room exfoliations, Jessica Manicures & Pedicures.
- Performed dual treatments and packages working in a treatment room with another therapist.

Products worked with:

Elemis, Jessica

March 2015 - December 2015 - Receptionist at Crew Stylists of Hair, Queenstown , New Zealand, (Hair Salon)

Duties included:

- Reception duties - opening and closing salon, keeping salon clean and tidy, welcoming clients and booking

appointments, answering phones and emails, worked with hotels and brides organising wedding hair and make-up appointments, cashing up the tills and balancing payments.

- Assisted stylists - washing hair, mixing colours, making sure the client is comfortable with drinks, magazines etc, tidying their stations ready for the next client.
- Stock control and Laundry - stock count and checks weekly, keeping on top of clean towels and washing used towels and gowns.

Products worked with:

Kerastase, American Crew

March 2014 - November 2014 - Receptionist at Wink Hair Salon, Sydney , Australia, (Hair Salon)

Duties included:

- Booking and scheduling appointments, answering phones and emails, welcoming clients and taking payment, cashing up and balancing payments.
- Assisting Stylists - mixing colours, preparing foils, cleaning their stations, providing magazines and drinks for clients
- Laundry & Cleaning - stocking up towels and washing used towels, cleaning salon

Products worked with:

Kerastase, American Crew

Career Break - Traveling

May 2011 - December 2013 - Senior Therapist at Ragdale Hall , Leicestershire, UK - United Kingdom, (5 Star Hotel Spa)

Duties included:

- Perform all treatments offered - manicures, pedicures, scrubs, wraps, massage, facials (including all specialised Decleor, Clarins, Elemis and Spa Find treatments)
- Very organised there are 55 treatment rooms and the rooms are set up for different treatments so very efficient and scheduled to run smoothly.
- Decleor Expert Team Member - organised events and promotions, higher sales target, held workshops and training sessions for other therapists with new product launches or treatments, stock control

Products worked with:

Elemis, Decleor, Clarins, Spa Find, Lava Shells, Leighton Denny, B-Line, OPI

Education and Qualifications:

2020 Heart of Worcestershire College - Worcestershire England

Level 3 Award for Education and Training

Roles & Responsibilities of a teacher and trainer, plan and deliver a teaching session, understand the use of assessment methods,

2011 Loughborough College - Loughborough Leicestershire United Kingdom

BTEC National Diploma in Beauty Therapy Sciences - Distinction Level

Beauty Therapy (included -)

Scientific Principles, Human Body Systems, Workplace Practices, Essential Skills, Anatomy, Dermatology and Microbiology, Organisational practices, Facial Therapy, Massage Therapy, Epilation, Aromatherapy, Explore Complimentary Therapies, Indian Head Massage, Marketing and Retail, Nutrition, Sports Massage, Prevention of Injuries

2009 Longslade Community College

GCSEs English, Maths, Science, Psychology, Spanish, Textiles all Grade B/C

Btec Diploma Media Studies Merit Level

Product Training:

September 2018 **Ionithermie**

Steiner Training Academy - London
Detox Anti Cellulite Treatment

September 2018 **Elemis**

Steiner Training Academy - London
Biotec Facial
Hands on Facial
Deep Tissue Massage

April 2013 **Elemis**

Ragdale Hall Spa
Body
Ocean Wrap
Deep Tissue Massage
Mother to Be

February 2013 **Clarins**

Ragdale Hall Spa
Honey Hot Stone Massage
Tri Active Body Treatment
Rebalancing Massage

December 2012 **Elemis**

Ragdale Hall
Facial
Pro Quartz
Tri Enzyme

November 2012 **Lava Shells**

Ragdale Hall Spa
Lava Shell Massage treatment

October 2012 **Spa Find**

Ragdale Hall Spa
Mud Wraps
Detox Therapy
Hot Poultice Massage
Silky Skin Exfoliation
Age Away Facial

October 2012 **OPI**

Ragdale Hall Spa
Manicure and Pedicure

June 2012 **Decleor**

Ragdale Hall
Aromatic Body Rituals

Revitalising Leg Therapy

Detox Slimming Treatment

Aromatherapy Massage

Anti - Ageing Body wrap

**February
2012**

Clarins

Ragdale Hall Spa

Tri Active Facials

Mens Treatments - Musclease massage & Facial

**November
2011**

Decleor

Ragdale Hall Spa

Facials

May 2010 Jessica Nails

Loughborough College

Manicure and Pedicure

Vocational Qualifications

Basic Safety Training for Seafarers

Hobbies and Interests

I was a dancer from age 4 to 16 doing ballet, tap & modern

I like to exercise and I love yoga, running and swimming

I am an average skier and take Spanish lessons.

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