



Curriculum Vitae

Female

D.O.B. 31 December 1989

Number of years working in industry:

17 years 5 months

Candidate ID Number: 66056

Nationality: Tanzanian, French

Language Skills:

Fluent: English, Swahili

Good: French

Basic: Arabic

Permitted to work in: European Union, Tanzania, Qatar

Position Sought: Spa Consultant, Spa Manager, Salon Manager, Spa Co-ordinator, Assistant Manager, Head Therapist, Treatment Manager / Spa Trainer, Senior Therapist, Beauty Therapist, Massage Therapist, College Tutor, Fitness Professional, Spa supervisor

Personal Statement

Goal oriented and corporate professional with a strong international experience, I love managing people and teams to bring value to the business and provide innovative solutions. Passionate about spa and wellness, I like to constantly learning and keep up to date with trends and development in the industry. Demonstrated experience in managing and developing spa business. Implementation of innovative initiatives, both from organisation, Marketing and commercial point of view. I believe in team spirit, adaptability and a sense of honor and high standards. I am looking for a position allowing me to develop the growth of the Company, to use my knowledge to its full potential, to confront myself with new situation and to develop my skills.

- **SKILLS**

Project Management & Leadership

Public Relations

Guest Service Management

Teamwork & Time Management

Monitoring, Coaching & Creative

Effective Communication

Critical Thinking

Concept Creation & Design

Product knowledge & Responsible

Treatment protocol Development

Menu Engineering

Business Plan & Digital Marketing

Cost Control & Budgeting

Anatomy & Physiology

Holistic Massages & Aesthetics

Employment History:

January 2023 - Present - Spa Manager/Therapist at (most recent employer hidden for confidentiality) Little cayman, Cayman Islands, (Hotel Spa)

Duties included:

- Responsible for overseeing the daily operation, manage all aspects of retail sales ,supply orders ,inventory control, merchandise, and reports.
- Development that align with the company's goals and objectives.
- Lead, mentor, and manage a high-performing spa treatments fostering a collaborative and results-driven work environment.
- Monitor brand consistency, develop and implement Marketing strategies and evaluate results.
- Upsell,create seasonal promotions and menu engineering.
- Perform wide range of massages and beauty treatments.
- Resolve guest concerns in a prompt and efficient manner.

Products worked with:

Dermalogica

March 2025 - March 2025 - at cruise, cruise, (Hotel Fitness Centre)

Duties included:

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March 2025 - March 2025 - Spa Consultant at cruise, cruise, (5 Star Hotel Spa)

Duties included:

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June 2018 - January 2023 - Spa Opération & Training Manager at Qatar Airways , Hamad International Airport , Qatar, (Product Company)

Duties included:

- Applied strong leadership talents and problem-solving skills to maintain team efficiency to meet daily demand.
- Oversee daily operation of the spa,Gym and facilities, including Services, eservations, inventory, and take full responsibility of development of the spa.
- Create and manage Training and quality Control of Services, ensuring the efficient allocation of resources and optimizing KPI.
- Ensures professional and customer -oriented Services are constantly delivered by the spa team;
- Conduct Interview ,hire and monitor staff for professional growth.
- Develop and implement strategic plans to drive revenue growth and enhance customer satisfaction .
- Completes all administrative duties in a timely manner; Identifies revenue opportunities and develops revenue driving strategies;
- Created efficient work schedules for each team member to maintain deadlines and keep shifts properly staffed.
- Establish staff guidelines and create healthy work environment.
- Setting goals for performance and deadlines in ways that comply with company's plans and vision.
- Monitoring employee productivity and providing constructive feedback and coaching.
- Inspect work areas and tools/equipment to ensure conformance to company standards.
- Anticipate and address guests ' service needs; assist individuals with disabilities;
- Identified individual employee's unique work Styles and adapt management methods
- Develop and maintain positive working relationships with others; support team to reach common goal.

Products worked with:

- Comfort Zone
- Biologique Recherché

March 2016 - June 2018 - Cabin Crew at Qatar Airways, Doha, Qatar, (Product Company)

Duties included:

- Deliver personalized and high-quality Service to passengers on board
- Ensure the Safety and security of all passengers are in full compliance with policies, procedures and regulations
- Assist passengers with boarding, disembarking, and any special requests
- Provide in-flight services, including maintain a clean and organised cabin environment
- Collaborate with the flight crew to ensure smooth operations and excellent customer experience
- Demonstrate the use of safety and emergency equipment and ensure Safety requirements are met
- Provide emergency medical assistance (perform CPR and basic first aid)

Career Break - Traveling

December 2014 - May 2015 - Spa Supervisor & Consultant at Four seasons Hotels & Resorts, Johannesburg , South Africa, (Hospital / Medical Clinic)

Duties included:

- Assisting spa manager to develop brand and concept
- Delivering superior customer service through the execution of required duties to meet and performance goals.
- Provide train for standard and procedure of Treatments for the pre-Opening staff.
- Assist in overseeing the daily operations of the spa to ensure the delivery of exceptional guest experience.
- Respond to any guest inquiries or concerns regarding their treatment or experience in spa.
- Organising workflow and ensuring that employees understand their duties or delegated tasks.
- Monitoring employee productivity and providing constructive feedback and coaching.
- Conduct daily briefings ,weekly/monthly departmental communications meeting in a positive ,motivating manner
- Generate sales driving therapists recommending and up-selling products and spa services .
- Prepare and submit performance reports.

Products worked with:

- Terre's D'Afrique,
- Biologique Recherché

September 2014 - December 2014 - Massage Therapist at Government , Tanzania White House, Tanzania, (Home/Mobile)

Duties included:

VIP therapist:

- Perform spa treatment to his Excellency former 4th president of Tanzania

June 2012 - August 2014 - Designated Trainer & Therapist at Four Seasons Hoetels & Resorts, Serengeti National Park, Tanzania, (5 Star Hotel Spa)

Duties included:

- Develop and execute comprehensive Treatments Protocols and SOP's that align with the company's goals and objectives.
- Gather and analyze information, evaluates training programs and materials. delivering technical and non-technical training to new and existing employees.
- Provide high levels of customer service in friendly manner and maintain an ongoing repeat clientele.
- Resolve guest concerns in a prompt and efficient manner ,performing all spa services follow four seasons Standards and LQA Standards.
- Train and assess LQA treatment standards ensuring all standards are in place and executed at all times
- Ensure therapists are providing Exceptional customer service and adhering to spa/Hotel standards.
- Maintaining detailed records of spa treatments performed on each spa guest.
- Ensure all health department are upheld with daily inspection of treatment rooms. Maintain a clean, hygienic & neat work environment at all times.
- Management of skin care and consumables inventory to budget, adequate par levels.

Products worked with:

- Elemis
- Africology

July 2007 - March 2012 - Physiotherapy Assistant & Supervisor at Doctors Plaza Hospital, Nairobi , Kenya,
(Hospital / Medical Clinic)

Duties included:

- Assist patients in rehabilitating physical problems caused by illness, injury, disability or aging through treatment.
- Planning treatments, conducting therapeutic exercises with patients.
- Following a prescribed healthcare plan, which may include assisting with exercise and administering medication.
- Providing emotional support and encouragement to perform necessary tasks.
- Monitoring and reporting changes in health, behavior, and needs.
- Supervise all staff on shift, administer disciplinary action and conduct performance review.
- Monitoring employee productivity and providing constructive feedback and coaching

Career Break - Traveling

Education and Qualifications:

2022 Sweden

Degree- CIDESCO Business Management

Masters Business Management

2022 Raison D'Etre Business Education Sweden

CIDESCO Diploma- beauty and spa business management

CIDESCO SPA MANAGEMENT DIPLOMA:

- Marketing Plan
- Leadership
- Finance
- Human Resources
- Service Quality Management & Excellence(SQME)
- Business Plan

2020 Orys Airport hotel/ Qatar Airways Hamad International Airport

Certificate

Certificate:

Reservation Agent

2007 Unity college of professional studies Nairobi Kenya

Diploma level 3

- Anatomy&Physiology,
- Hydrotherapy,
- Pathology,
- Massage Treatment,
- Massage theory Practical
- Kinesiology,
- Ethics & professionalism,
- Communication Skills,
- Public health,
- Clinical practice
- Skincare & Make up tutorial

2019 Kenya Red Cross

Certificate:

- CPR First Aid, AED, Basic life Support healthcare provider

2007 Unity college of professional studies

City Guides-International Diploma:

- Anatomy & physiology
- Hydrotherapy
- Pathology

- Holistic Massage
- Face and body Treatments
- Kinesiology
- Ethics & professionalism
- Public health
- Clinical practice
- Skincare.

Vocational Qualifications

- First ID
- opera system
- micro soft word,excel and publisher

Hobbies and Interests

- Traveling
- yoga
- Exercise/Workout,
- jogging,
- Reading
- watching Comedy
- Acting

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