

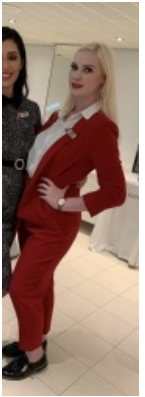
# Curriculum Vitae

Female

D.O.B. 21 January 1997

Number of years working in industry:

10 years 1 month



**Candidate ID Number:** 71311

**Nationality:** British

**Language Skills:**

Fluent: English

Basic: French

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

**Position Sought:** Spa Consultant, Regional Senior Manager, Spa Director, Spa Manager, Spa Co-ordinator, Assistant Manager, Area Sales Representative

## Personal Statement

- I have gained amazing experiences and memories from working on Cruise Ships. As well as developing my career and customer service skills. Now I am looking to further my development and that of my team members on land.
- My proudest quality is my high energy and ability to motivate others; this is the skill that allowed me to stand out amongst my peers and succeed well in my industry.

Seeking work in national locations

## Employment History:

**December 2018 - Present - Spa Manager** at (most recent employer hidden for confidentiality) miami, (Cruise Ship)

### Duties included:

- Lead teams of 16 to 33. In which I trained and developed all modalities such as; Massage, Aestheticians, Hair Stylists, Nail Technicians and Fitness Trainers in the skills they need to deliver top results in revenue and customer satisfaction.
- Regularly reached and exceeded company targets and broke company records for revenue made.
- Reviewed employee performance every day / week and delivered constructive feedback and training to improve weaker areas
- Worked with top line customer service values and take pride in developing a team to be thorough with these skills.
- Worked with KPI's
- Upheld Health & Safety Standards and Documentation
- Developing therapists up through the company to Assistant Manager and Management Roles.

### Products worked with:

- ELEMIS
- Kerastase
- Ionithermie
- L'Oreal
- La Therapie

**December 2017 - November 2018 - Assistant Manager** at onespaworld, Miami, (Cruise Ship)

### Duties included:

- Supported the Spa Manager in improving operations and resolving issues to deliver top line customer service.
- Developed expertise knowledge in Spa Operations and Business Management.
- Received consistent positive feedback for me front-of-house, continually working with high energy and enthusiasm.
- Monitored multiple databases to keep track of company inventory, schedules and paperwork.
- Responsible for developing any underperforming team members and provide measurable results.

**Products worked with:**

- Elemis
- L'oreal
- La Therapie
- Kerastase
- Ionithermie

**December 2015 - December 2017 - Beauty Therapist** at onespaworld, Miami, (Cruise Ship)

**Duties included:**

- Regularly met and exceeded targets sat by the manager and the company.
- Worked well under stress and pressure to deliver big results
- Delivered high quality spa services to our guests.
- Recieved extensive training in Elemis Services & Products

**Products worked with:**

- Elemis
- La Therapie
- Kerastase
- Jou Herbs
- Ionithermie
- L'Oreal

**Education and Qualifications:**

**2015 Telford College of Arts & Technology**

NVQ Level 3

NVQ Level 2 Beauty Therapy

NVQ Level 3 Beauty Therapy

**2013 Church Stretton Secondary**

GCSE's

- Maths - B
- English Language - A\*
- English Literature - A
- Statistis - B
- Sceince - B
- French - B
- Art - C

**Product Training:**

**March 2015**

**La Therapie**

London Steiner Training Academy

La Therapie Facials

**March 2015**

**ELEMIS**

Lodon Steiner Academy

- Elemis Deep Tissue Massage
- Elemis Aroma Spa Seaweed Massage

- Elemis Lime & Ginger Body Scrub
- Elemis Exotic Face & Body
- Elemis Bamboo Massage
- Elemis Hot Stone Massage
- Elemis Facials
- Elemis BIOTEC

## **Vocational Qualifications**

- Inspiring And Motivating Individuals (MIchigan University)

## **Hobbies and Interests**

- Running
- Language Learning
- Reading

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

