

# Curriculum Vitae

Female

D.O.B. 22 September 1979

Number of years working in industry: 16 years 0 months

**Candidate ID Number:** 71557

**Nationality:** British

**Language Skills:**

Fluent: English

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

**Position Sought:** Spa Consultant, Head Therapist, Senior Therapist

## Personal Statement

Having spent 17 years in the beauty industry as a beauty advisor, manager and therapist, I have gained a substantial amount of knowledge to utilize the needs of a potential lifelong customer. Understanding the environmental impact has enabled me to generate the ability to analyse the current market trends and apply them to the current needs of the business. For instance, knowing my target market gave me the opportunity to understand the likes and dislikes of my customers which increased sales without pressure and disappointments which increased the business by 30 percent. Further to my previous experience, it was my responsibility to ensure that the working environment was welcoming and staff was supported while providing every opportunity to grow, without the pressure. This ensured a more positive environment, which increased the growth of the business. After working in the U.S for ten years, I came back and developed knowledge through obtaining my NVQ level 4, this brought more insight to the business environment and it is ever changing demands through modules such as business operations and marketing environment. Having worked amongst great companies such as Elemis, Crème De La Mer, Elizabeth Arden, Clarins, Benefit and Impure, it has exposed me to a variety of customers.

Seeking work in national locations and cruise ships

## Employment History:

**July 2020 - Present - Spa Consultant** at (most recent employer hidden for confidentiality) Chester , (5 Star Hotel Spa)

### Duties included:

- Consultations
- Performed all treatments available
- Ensured the treatment rooms were fully presented at their highest level
- Spoke about product recommendation for home use
- Liaised with management
- Stock replenishment
- Cleaned equipment

### Products worked with:

Espa

Dermalogica

Elemis

**February 2018 - August 2019 - Beauty Therapist** at 4 leisure,, UK, (Day Spa)

### Duties included:

- for a variety of concessions
- Delivered a variety of detailed literature of product knowledge to customers upon request
- Increased sales through up selling
- Conducted inventory procedures
- Abided by protocols, it was in my inactive to maintain a level of standards
- Ensured that the concessions operated on a consistent basis
- Maintained a consistent level of documents regarding sales
- Follow up with inquiries and requests
- Worked for a variety of concessions including:
- Espa, Crem De La Mer, Elemis, Elizabeth Arden, Lancôme
- Provided advice regarding products and
- Delivered beauty treatments such as hot stone massage, Swedish massage, facials, manicure pedicure, exfoliation and body wraps, waxing, spray tan, eyelash/eyebrow tint and shape
- Prepared visuals and cleanliness before store opening times
- Recorded sales and developed interest with link selling
- Reported to manager with stock requirements
- Increased interest with interactions
- Engaged with putting together appointment

**September 2015 - February 2018 - Beauty Therapist** at Oracle Beauty , UK, (High Street Salon)

**Duties included:**

- for a variety of concessions
- Delivered a variety of detailed literature of product knowledge to customers upon request
- Increased sales through up selling
- Conducted inventory procedures
- Abided by protocols, it was in my inactive to maintain a level of standards
- Ensured that the concessions operated on a consistent basis
- Maintained a consistent level of documents regarding sales
- Follow up with inquiries and requests
- Worked for a variety of concessions including:
- Espa, Crem De La Mer, Elemis, Elizabeth Arden, Lancôme
- Provided advice regarding products and
- Delivered beauty treatments such as hot stone massage, Swedish massage, facials, manicure pedicure, exfoliation and body wraps, waxing, spray tan, eyelash/eyebrow tint and shape
- Prepared visuals and cleanliness before store opening times
- Recorded sales and developed interest with link selling
- Reported to manager with stock requirements
- Increased interest with interactions
- Engaged with putting together appointment

**September 2014 - May 2015 - Beauty Advisor** at EK Temp – The Hayloff, Sutton Court, UK, (5 Star Hotel Spa)

**Duties included:**

- Worked for a variety of concessions
- Delivered a variety of detailed literature of product knowledge to customers upon request
- Increased sales through upselling
- Conducted inventory procedures
- Abided by protocols, it was in my inactive to maintain a level of standards
- Ensured that the concessions operated on a consistent basis
- Maintained a consistent level of documents regarding sales
- Follow up with inquiries and requests

**April 2013 - September 2014 - Beauty Advisor** at Artisan People, UK, (5 Star Hotel Spa)

**Duties included:**

- Worked for a variety of concessions
- Delivered in depth literature regarding products
- Initiated further advice regarding products and treatments
- Increased sales through link selling
- Developed interested through interaction

**August 2009 - October 2010 - Concessions Manager** at Origins -Origins, USA, (5 Star Hotel Spa)

**Duties included:**

- Increased revenue through up selling and obtaining new interest
- Collaborated with other department stores to generate interest
- Provided a positive environment and delivered support to beauty advisors
- Ensured all display units were up to date and visually appealing
- Consistently provided up to date product training
- Delivered sales targets for the day, month and year
- conducted up to date inventory
- Reported to area manager, and account executive
- Developed a good relationship with all clientele

**May 2008 - August 2009 - Freelance Beauty Advisor** at Trish Mcavoy - Bloomingdales , New York , (5 Star Hotel Spa)

**Duties included:**

- Maintained good house Keeping
- Met and exceeded daily and seasonal sales targets
- Provided in depth product knowledge
- Developed a team oriented environment
- Kept a positive and welcoming environment
- Ensured all stock was replenished and up to date

**July 2004 - July 2006 - Beauty Advisor** at Benefit Cosmetics , New York, (5 Star Hotel Spa)

**Duties included:**

- Met and exceeded daily and seasonal sales targets
- Maintained the highest level of standards with house keeping
- Provided in depth product knowledge
- Developed a team-oriented environment Kept a positive and welcoming environment Ensured all stock was replenished and up to date.

**Education and Qualifications:**

**2013 FDA BEAUTY THEREPY | 2017 | UNIVERSITY COLLEGE BIRMINGHAM**

NVQ LEVEL 2/3

- : ADVANCED IN TECHNOLOGIES/ PHISIOLOGY OF AGING
- : BUINESS OPERATTION
- Coursework: MANAGEMENT
- Eyebrow and eyelash enhancement and treatment
- Body massage and hot stone massage
- Manicure/pedicure and nail enhancement
- Faradic/Galvanic and high frequency
- Silhouette body toning and contouring
- Body exfoliation
- Promote products and
- IPL/Laser
- 3D SKIN TECH
- Consultation analysis
- Professional consultation and competence of treatment procedures and justification of modalities
- Competence of treatment procedures
- Effective communication
- The ability to harness the use of digital technologies

**Product Training:**

**July 2020 No training only in house**

University College Birmingham

All my training was conducted in house with the products just mentioned.

## **Hobbies and Interests**

- Yoga
- Water arobics
- Pilates
- Barre
- Keeping up to date with health and fitness, spas and trends
- Trying new activities

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

