

Curriculum Vitae

Male

D.O.B. 11 December 1984

Number of years working in industry: 14 years 2 months

Candidate ID Number: 78751

Nationality: Brazilian

Language Skills:

Fluent: English, Portuguese, Spanish

Basic: German

Permitted to work in: UK - United Kingdom, Brazil

Position Sought: Spa Manager, Spa Co-ordinator, Assistant Manager, Fitness Professional

Personal Statement

I am a very passionate, empathetic and positive person. My life goal is to continue to grow personally and professionally, to build a happy family and continue to travel the world whenever possible.

Seeking work in international locations

Employment History:

March 2019 - Present - Wellbeing Manager at (most recent employer hidden for confidentiality) Southampton, (Cruise Ship)

Duties included:

- Developed and implemented the wellbeing strategy for both fleet and shore staff through stakeholders management and data led business cases.
- Orchestrated projects within strict time frames and budget constraints by solving complex problems and working closely with senior leaders.
- Built productive relationships with vendors and local providers.
- Influenced stakeholders into implementing “Mental Health” as one of the core pillars of the wellbeing strategy.
- Projects and events delivered received outstanding eNPS increasing staff employment satisfaction and retention on both fleet and shore.

Products worked with:

Elemis

July 2015 - March 2019 - Fitness and Personal Training Manager at Virgin Active, London, UK - United Kingdom, (Health Club)

Duties included:

- Planned and directed fitness operations bringing in more than £40,000 in monthly business (a +60% YoY growth).
- Recruited, managed and developed new team members to expand offerings and meet customer demands.
- Fostered positive working environment for all employees by encouraging staff members to voice opinions and concerns without fear of reprisal.
- Broke the fitness department revenue record four times at Virgin Active Crouch End, won “Best New Starter” at the

VA Star Awards 2015 ceremony and several “Staff of the Month” awards in-club.

May 2013 - April 2015 - Gym Manager at A+ Fit, Belo Horizonte, Brazil, (Health Club)

Duties included:

- Chaired weekly meetings with executive leadership to identify opportunities for improvement, establish milestones and tailor products to individual markets.
- Managed, trained and motivated Head of Departments to continuously improve knowledge and abilities in the health and fitness field.
- Applied performance data to evaluate and improve operations, target current business conditions and forecast needs.
- Improved brand awareness by monitoring all marketing campaigns and fostering membership acquisitions and business development.
- Achieved an all-time high membership sales and revenue in 2014 (membership base of 5000 customers and turnover of over R\$350,000).

August 2011 - April 2013 - Spa Manager at Steiner Leisure, P&O and Cunard cruise ships , (5 Star Hotel Spa)

Duties included:

- Conducted internal audits of spa finances and completed basic accounting functions, including payment collection and bank reconciliations, to maintain accurate records.
- Managed spa inventory by keeping detailed track of supply use and forecasting need to direct ordering processes.
- Resolved conflicts and negotiated mutually beneficial agreements between parties.
- Supported the Spa Manager with onboarding and induction processes.
- Created inspirational physical training initiatives to foster healthy lifestyle decisions and the relationship between nutrition and fitness.
- Designed specific workout systems for individual clients based on performance ability and goals

Products worked with:

Elemis, Bliss, Espa, Dermalogica

Education and Qualifications:

2013 Universidade Federal de Minas Gerais (Minas Gerais Federal University) - Belo Horizonte (Brazil)

Bachelor degree in Physical Education and Sports Science

Bachelor degree in Physical Education and Sports Science

2013 Universidade Federal de Minas Gerais (Minas Gerais Federal University)

Bachelor degree in Physical Education and Sports Science

Vocational Qualifications

- First aid
- Nplq
- IT and computer proficient

Hobbies and Interests

My three favourite hobbies are travelling, playing football and going to the cinema

