

Curriculum Vitae

Female

D.O.B. 10 December 1989

Number of years working in industry: 9 years 5 months

Candidate ID Number: 79233

Nationality: British

Language Skills:

Fluent: English

Basic: Spanish

Permitted to work in: UK - United Kingdom

Position Sought: Regional Senior Manager, Area Sales Representative, Retail Professional

Personal Statement

I believe my best qualities are that I am driven and career focused as a result am loyal and reliable.

my life goals is to be successful in my career by inspiring staff, improving revenue and growing as a person as well as within a company

Employment History:

May 2016 - July 2019 - Sales and Revenue Supervisor at (most recent employer hidden for confidentiality) Miami, USA - United States, (Cruise Ship)

Duties included:

Maximising sales and revenue opportunities on board every vessel, through the identification and development of necessary strategic initiatives and standard operating procedures. Coordinate shipboard sales and revenue, conduct sales and revenue meetings and trainings to address areas of opportunity and upgrade the knowledge in all aspects of the spa and fitness industry to the spa manager and teams

- Sail onboard identified vessels.
- Meet with Spa Managers to educate, train and motivate in all areas to revenue and operations.
- Attend onboard revenue and operation meetings to provide feedback and status on revenue production and operations.
- Identify opportunity for revenue improvement on all vessels through utilization of reports
- Communicate daily with all Spa Managers and respond to EOD reports with areas of opportunity.
- Contribute to ideas about development of our business on onboard.
- Development of future management candidates
- Direction, leadership and optimization of shipboard revenue.
- Analyse revenue streams.
- Developing strategies and/or tactics to roll out successful initiatives
- Strong remote communication to OneSpaWorld, Managers onboard and business partners.

Products worked with:

- Elemis
- keratase
- phyto
- keratin
- la therapy

Career Break - Training - industry-related

August 2012 - May 2016 - Spa Manager at OneSpaWorld, Cruise Liner, (Cruise Ship)

Duties included:

- Achieving company's KPIs
- Lead teams Responsible for the daily operation and performance of the spa, salon, gym and retail areas
- Act as liaison to and maintain communication between the spa and corporate office.
- Maintaining an excellent relationship with on board management.
- Staff Training.
- Coaching Exceptional; customer service by exceeding client's expectations and needs.
- Direction, leadership and optimization of shipboard revenue.
- Analyse revenue streams.

February 2010 - October 2012 - Hair Stylist at OneSpaWorld, Cruise Liner, (Cruise Ship)

Duties included:

- Performing professional cuts, styles, chemical services and therapeutic hair and scalp treatments.
- Men's grooming services.
- Maintain knowledge of current hairstyles and trends.
- Excellent cleanliness and sanitation skills.
- Train in our spa's specific hair and scalp service offerings.
- Excellent communication skills
- Learn the product and service knowledge necessary to effectively provide beauty solutions to meet the needs of our guests.

October 2011 - July 2012 - Assistant Manager at OneSpaWorld, Cruise Liner, (Cruise Ship)

Duties included:

- To assist the Spa Manager with all aspects of the spa operation.
- Including POS/SmarT posting.
- Reporting.
- MLC compliance.
- Policy and Procedure compliance.
- Coaching, training and mentoring of team members.
- Take over the Spa Manager's primary responsibilities if called to.
- Run the reception area and front desk area in the spa.
- This includes the greeting of all guests, answering the telephone, assisting guests with questions regarding spa services and products.
- Booking appointments.
- Checking the guest in.
- Ensuring POS and SmarT dockets are completed correctly at the end of the guest's spa treatment.

Education and Qualifications:

2012 Paul Falltricks Academy

NVQ 1, 2 and 3

- OneSpaWorld Academy (August 2012 - 3 weeks Training)

Management Training

- OneSpaWorld Academy - (January 2010 - 1 Week Training)

Elemis training, Product Knowledge and Retail Training

- Wella Corrective colouring (February 2009 - 2 Day Course)
- Wella Barbering - (January 2009 - 1 Day Course)
- Paul Falltricks Academy - (August 2007 - January 2010)

Achieved and passed my NVQ 1, 2 and 3

2006 Cumberland

GCSE

Product Training:

**August
2010**

Elemis, wella

Paul Falltricks, romford

Hairdressing

Hobbies and Interests

Excercise

CV created at www.spastaff.com

