

Curriculum Vitae

Female

D.O.B. 23 August 1994

Number of years working in industry: 1 year 10 months

Candidate ID Number: 79393

Nationality: British

Language Skills:

Fluent: English

Basic: Cantonese Chinese, Spanish

Permitted to work in: UK - United Kingdom

Position Sought: Senior Therapist, Skin Clinic Therapist

Personal Statement

Highly motivated and enthusiastic therapist who takes pride and pleasure in helping people to look good and feel better by improving their skin, body and well-being. Sincere and trustworthy with a can do attitude and an interest to continuously grow, challenge and develop myself. During my time working on cruise ships I have demonstrated my ability to be an adaptable quick learner who strives to excel in client satisfaction and enjoys exceeding targets and expectations. I am extremely passionate about the skin so I am seeking to expand my knowledge and skillset into more advanced facials and aesthetics as this is a constantly advancing compelling area which I am excited to be involved in.

Seeking work in national locations

Employment History:

January 2020 - March 2020 - Receptionist at (most recent employer hidden for confidentiality) London, UK - United Kingdom, (Skin Clinic)

Duties included:

- Being the first point of contact for the clinic handling all queries and matters front of house, in person, over the phone and through emails in a professional and welcoming way.
- Identifying clients suitable for aesthetic treatments, providing information, answering questions and cross selling treatments such as Botox, fillers, PRP, mesotherapy, Plexr, spider vein and skin tag removal, RF microneedling, chemical peels, facials.
- Managing the columns in an efficient and dynamic way in order to maximise results with the use of Treatwell and Cliniko booking software.
- Ensuring the client journey starts and finishes in the most positive tone to establish client satisfaction and repeat business.

May 2019 - October 2019 - Aesthetic Therapist at Artelier Clinic, Kent, UK - United Kingdom, (Skin Clinic)

Duties included:

- Educating clients, recommending and selling courses of laser hair removal with patch tests and in depth consultations whilst managing their expectations.
- Performing laser hair removal using the Omnia Lumen ET Plus diode laser on a range of skin types safely yet effectively. As well as administering LED light therapy, anti-ageing radio frequency facials, body contouring and fat reduction treatments involving ultrasound, radio frequency and pressotherapy.
- Daily operational duties of the clinic including cleaning, reception and follow up calls.

Duties included:

- Living and working on board a 5 star luxury cruise ship, persistently maintaining a sense of professionalism and ensuring the safety of guests constantly.
- Carrying out thorough consultations and skin analysis to recommend a personalised and suitable treatment, course of treatments and homecare products.
- Delivering excellent service and client care to the highest of standards when performing treatments - Elemis manual and BIOTEC facials, body massages, scrubs, wraps and waxing.
- Building a rapport with the guest in order to rebook and cross promote my colleagues.
- Being the single point of contact for skin care, leading seminars and workshops to educate guests on how to take care of their skin.
- Reception duties and managing my own column.
- Working in a team to maintain the day to day running of all areas of the spa to a luxury standard as well as adhering to strict safety and sanitation regulations.
- Trained as assistant spa manager after 4 months from joining, gaining more responsibility in leadership, decision making, dealing with guests complaints, training the team, holding team meetings, working with the manager on promotional ideas, staff rota, maintaining stock , general admin and paperwork.

Products worked with:

Elemis

July 2018 - November 2018 - Beauty Therapist at DayDreams Beauty Lounge, Kent, UK - United Kingdom, (High Street Salon)

Duties included:

- Providing various beauty treatments with warmth and proficiency to build and maintain client loyalty. Treatments such as facials (including vacuum suction, high frequency and microdermabrasion), waxing, full body massage and Indian head massage.
- Hosting pamper parties for children - providing mini mani-pedis in a fun lively environment.
- Assisting with the day to day running of the salon - greeting clients, answering the phone, taking bookings, handling cash and card payments, upholding cleanliness and tidiness, maintaining stock and laundry duties.

Products worked with:

Eve Taylor

September 2017 - May 2018 - Spa Consultant at Steiner, Seabourn Odyssey - Mediterranean and Caribbean, (Cruise Ship)

Duties included:

- Living and working on board a 5 star luxury cruise ship, persistently maintaining a sense of professionalism and ensuring the safety of guests constantly.
- Carrying out thorough consultations and skin analysis to recommend a personalised and suitable treatment, course of treatments and homecare products.
- Delivering excellent service and client care to the highest of standards when performing treatments - Elemis manual and BIOTEC facials, body massages, scrubs, wraps and waxing.
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Products worked with:

Elemis

Education and Qualifications:

2017 The London School of Beauty & Make Up, London, UK

VTCT Level 2 Beauty Specialist Diploma VTCT Level 3 Beauty Therapy Diploma VTCT Level 3 Certificate in Anatomy, Physiology and Pathology for Complementary Therapies

Beauty Therapy

2012 Bexley Grammar Sixth Form

A-levels: ICT (B), Human Biology (C), Chemistry (C), Spanish (D)

2010 Bexley Grammar School

GCSEs: 13 at grades A to C, including Maths (A), English (A) and ICT (A*)

Product Training:

August 2017 Elemis

Steiner Training Academy - Watford, London

Elemis face and body treatments, Elemis BIOTEC facials.

Vocational Qualifications

IT skills - reception

Hobbies and Interests

Travelling, hiking, music and live events

CV created at www.spastaff.com

