

Curriculum Vitae

Female

D.O.B. 20 December 1995

Number of years working in industry: 9 years 4 months

Candidate ID Number: 83039

Nationality: Lithuanian

Language Skills:

Fluent: English, Lithuanian

Permitted to work in: European Union, UK - United Kingdom

Position Sought: Massage Therapist, Receptionist

Personal Statement

Having a friendly personality, strong customer service and experience in a leisure industry, has allowed me to engage with customers and employees easily. I enjoy helping people and providing support by using my communication skills to provide information or working together with the team to develop the best solution for a given task.

Being a determined individual and having a can-do attitude is key, as I believe any task given should be completed promptly and efficiently to the best of my ability. Furthermore, I have a strong work ethic and desire to succeed; this encourages to push myself into learning new skills and developing myself as an individual to becoming a greater asset to the company.

Employment History:

October 2017 - Present - Receptionist at (most recent employer hidden for confidentiality) London, UK - United Kingdom, (Health Club)

Duties included:

- Providing a high standard level of customer service and product knowledge for sale
- Possessing key responsibilities for booking customers onto classes, activities and birthday parties
- Responding to customer enquiries via the telephone in a friendly and timely manner
- Knowledge of company's main booking system (Legend Club Management System and Course Pro System)
- Working independently and when necessary reporting any customer issues to the duty manager
- Resolving customer queries in a professional and polite manner, whilst remaining calm when dealing with more challenging customers at hand
- Administrative duties including answering emails, sending out marketing material to promote upcoming events or product deals

February 2019 - June 2019 - Massage Therapist at Massage Therapist at N&N Joesph , South Kensington, UK - United Kingdom, (High Street Salon)

Duties included:

- Catering different massage techniques towards the client's needs and comfortability
- Offering massage services such as; Swedish Massage, Relaxation Massage, Sports Massage and Couples Massage
- High energy, reliable and positive attitude
- If appropriate offers advice to clients about after care of the skin or muscle
- Passionate about learning new techniques and striving for new knowledge in the industry
- Gained client satisfaction through positive reviews and clients rebooking to have another treatment

Duties included:

- Efficiently using specialist retailing software during product transactions
- Trustworthy of handling a large sums of cash during opening shifts and cash-ups
- Good numerical skills with the ability to manually calculate costs without error
- Maintaining high standards of display and visual merchandising to ensure the store is well presented
- Fully aware of security issues concerning stock relation of shoplifting, leakages and theft

Education and Qualifications:

2019 Maple 41 Station Road Harrow

Diploma

Hot Wax Diploma

2018 Beautec Beauty Academy Loughton

YMCA Level 3 Diploma Certificate

Sports Massage Therapy

2014 Ernest Bevin College

Double Travel and Tourism (Grades A*/A)

Media (B)

2012 Chestnut Grove

Eight GCSE's including Mathematics (C) and English (B)

Vocational Qualifications

Gymnastics Level 1

Reiki Level 1

Hobbies and Interests

My hobbies/interests are: cycling, swimming, reading, sports. I enjoy activities which are fun and healthy for the body. Having a nice spa day or even going out for a walk in nature.

CV created at www.spastaff.com

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