

# **Curriculum Vitae**

**Female**

**D.O.B. 03 June 1979**

**Number of years working in industry: 11 years 3 months**

**Candidate ID Number:** 99112

**Nationality:** British

**Language Skills:**

Fluent: English

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

**Position Sought:** Regional Senior Manager, Spa Director, Spa Manager

## **Personal Statement**

I am an ambitious and extremely motivated business professional in the beauty industry with over 20 years' experience as a Therapist, Lead Therapist, Trainer, Spa Manager and Director with hands-on expertise in many areas of beauty treatment, health and well-being management. My career has included 5 years maritime experience progressing from my first position as a new therapist to Spa Director in an extremely fast-paced luxury guest service environment. From there I have built my career on a solid base of understanding in guest service delivery, commercial acumen, and human resource management.

Seeking work in national locations

## **Employment History:**

**July 2021 - July 2021 - Regional Senior Manager** at (most recent employer hidden for confidentiality) Miami , USA - United States, (Day Spa)

### **Duties included:**

As Director for the 2 Franchise locations, reporting directly to the business owners I have complete operational responsibility over 70 employees for:

- Employee hiring, training and retention;
- Customer Membership retention;
- Liaison with local colleges for quality recruitment;
- Implementing covid training, regulations and directives;
- Financial management, budgeting, retail and service revenue, P&L, Payroll;
- Staff Scheduling;
- Implementation of staff training, treatments and product knowledge;

Implementing quality assurance in all aspects of treatments and the guest experience.

### **Products worked with:**

Dermalogica

**February 2009 - January 2013 - Spa Director** at Elemis, Miami, USA - United States, (Day Spa)

### **Duties included:**

Responsible for the successful provision of bespoke guest services, the commercial management of services and product sales, staff retention, recruitment, management and training.

This was the land-based showcase Spa for Steiner's primarily cruiseline based services

**Products worked with:**

Elemis

**February 2007 - July 2008 - Spa Manager** at Trump Doral Golf Resort , Miami , USA - United States, (5 Star Hotel Spa)

**Duties included:**

Responsible for the successful provision of bespoke guest services, the commercial management of services and product sales, staff retention, recruitment, management and training.

Liaised with the resort management and executives with regard to overall resort business vision, and policies.

**Products worked with:**

True

Guerlaine

E'Spa

**March 2006 - February 2007 - Treatment Manager / Spa Trainer** at Steiner leisure, Miami , USA - United States, (5 Star Hotel Spa)

**Duties included:**

My responsibilities covered:

- Training staff on treatments and product knowledge;
- Implementing quality assurance in all aspects of treatments and the guest experience;
- Driving the retail revenue;
- Implementing policies and procedures;

Liaising with resort management and executives

**Products worked with:**

Elemis

Mandara

**July 2000 - July 2005 - Spa Director** at Steiner Leisure, USA, (Cruise Ship)

**Duties included:**

In an extremely fast paced and high-end luxury service industry, my responsibilities included:

- Inventory;
- Financial management such as Sales targets, Budgeting, P&L, Payroll;
- Business Marketing and Promotions;
- Implementation of procedures and policies;
- Reception / Concierge Duties;
- Training in areas of retail, product, treatments and customer service;
- Managing a team of up to 30 staff;
- Pre-opening spa set up;
- Hosting public seminars and classes;

Performed spa treatments for high profile guests.

**Products worked with:**

Elemis

Ionithermie

La Therapy

## **Education and Qualifications:**

### **1999 Edinburgh Telford College**

Diploma

Diploma in Beauty Therapy

### **1999 Edinburgh Telford College**

Beauty Therapy Diploma

## **Product Training:**

### **December 2012 Elemis**

London Steiner Leisure

Elemis Merrick Park Miami USA

Massages, Wraps, Scrubs, Facials

## **Vocational Qualifications**

Member of the Educational Advisory Board for Acupuncture and Massage College.

Member of the Educational Advisory Board for Florida School of Natural Health.

Member of the Educational Advisory Board for Beauty Schools of America.

Keynote guest speaker for 2 graduation ceremonies for massage therapists.

Board of Education Inspector for College regulations and educational module implementation.

Recruitment consultant and advisor for Acupuncture Massage College, Beauty School of America and Florida School of Natural Health.

Member of the Small Business association of Miami.

Disney Business Management and Customer Service.

Marriott Customer Service and Financials.

Predictive Index Behavioral Analyst.

## **Hobbies and Interests**

Baking, Cooking, Crafting, Walking,

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