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**OBJECTIVE:**

To act as a healing medium, offering massage services for clients enhance mobility, better flexibility and new point, so as to enable more winning in all aspects of their individual, professional, physical, mental, financial and spiritual lives.

**HIGHLIGHTS OF QUALIFICATIONS:**

* A Spa Therapist that administers professional massage and body treatments to our guests. Knowledge of numerous massage modalities, posses a general understanding of body treatments
* Responsible for auditing and ordering supplies or materials
* Responsible for the cash collected @ Giving receipt to the guest
* Maintain quality care assurance
* Excellent scheduler of all appointments and answering incoming calls
* Excellent in attending costumer queries, complains and suggestions
* Knowledgeable in **Massage, Facial, Body Scrub, Hot Stone, Manicure, Pedicure, Waxing**
* Perform side duties and assignment given by the superior
* Served as health care provider for individual patients, skilled in taking BP
* Excellent in customer service / guest assistance
* Computer literate

**WORKING EXPERIENCE:**

**DUBAI INTERNATIONAL HOTEL,**

**Spa Therapist: August 2015 – Present**

**Duties and Responsibilities:**

* *Provide consistent professional massage and body treatments in accordance with spa protocols and*

*accepted certification practices.*

* *Effectively inform and educate our guests about specific wellness concerns.*
* *Flexible in schedule, supporting the needs of the spa.*
* *Properly care for equipment and use proper amounts of product to assist with cost controls.*
* *Have complete knowledge and understanding of all services and products offered.*
* *Uphold the standards of sanitation and sterilization as directed by law and the spa’s policies and procedures.*
* *Perform prep work, properly clean and restock room as required.*
* *Communicate to management any and all occurrences involving staff or guests in the spa that require attention.*
* *Actively promote the spa, treatments, services and retail, as well as programs, promotions and/or discounts*
* *Handle guests’ questions and concerns professionally and courteously.*
* *Provide accurate, appropriate and immediate responses to all requests by guests.*
* *Possess the ability to work without direct supervision.*
* *Maintain a positive attitude and contribute toward a quality work environment.*
* *Assist in all areas of spa operation as requested by management.*
* *Perform the massage treatments in the spa menu*

**HALLMARK HOTEL**, AL RIGGA, DEIRA DUBAI, U.A. E

**Masseuse cum Health Club Attendant: March 2008 – June 2015**

**JOB RESPONSIBILITIES:**

* Welcome clients to the Health Club and engage them in conversation to determine the services that they need.
* Interview clients to determine an illnesses or medical conditions that they may have which will keep them from taking proper benefit from massage treatment.
* Take notes regarding each client’s medical history and ensure that appropriate precautions are taken so that the condition is not aggravated
* Explain massage procedure and provide information about oils and creams used during massage.
* Assist client in preparing for massages by providing them with gowns and putting away their clothing.
* Uphold the standards of hygiene and sterilization as directed by law and the spa’s policies
* Maintain a constructive and add towards a quality work environment.

**RESERVATION AGENT - TRAINED**

**April 30, 2012 - Dec. 31, 2012**

**JOB DESCRIPTION:**

* Confirming and modifies bookings from fax, telephone, and emails
* Replying emails, inquiries, and bookings
* Answering phone calls with excellent customer service skills
* Knowledgeable to use computer IDS System to book guest in
* Responsible for booking rooms in the hotel
* Ability to keep calm under pressure and have a problem solving attitude
* Checking bookings on expected arrivals for the next day before leaving

**GIORDANO - SALES LADY** SM FAIRVIEW QUEZON CITY

May 2005 - Dec 2005

**JOB RESPONSIBILITIES:**

* Greet customers ,find out the their needs, recommend, select and help locate the right merchandise
* Describe a product's features and benefits, demonstrate use and operation of the product
* Answer customer queries regarding the store and the merchandise,
* Make suggestions and encourage purchase of products
* Receive and process cash, check and charge/credit payments, provide change and receipts
* Bag or package purchases, gift wrap merchandise
* Count money, sort charge slips and balance monies
* Maintain sales records, place special orders
* Organize and process merchandise exchanges
* Process repair or alteration of merchandise
* Arrange and display merchandise, keep merchandise area tidy. Take stock inventory, requisition new stock

**SHAKEY’S PIZZA RESTAURANT**, COMMONWEALTH, QUEZON CITY

**CASHIER** Jan. 1, 1994 > May 1, 1994

**JOB RESPONSIBILITIES:**

* Greet and entertain guest, assist in sitting them, assist and taking orders,
* Handles their request and complaints
* Serving food and Beverage with the possible highest standard
* Presenting food menu and suggest special meal of the day.
* Responsible for cash and giving receipt to the guest
* Monitor the necessary preparation before operation and
* Check it that all needs are available, clean and good condition
* Perform side duties and other assignment given by the superior

**PASEO RESTAURANT AND GRILLED** QUEZON CITY, PHILIPPINES

**SERVICE CREW** May 20, 1993 > Nov. 10, 1993

**JOB RESPONSIBILITIES:**

* Greet and entertain guest, assist in sitting them, assist and taking orders
* Serving food and beverage with the possible highest standard
* Perform side duties and other assignment given by the superior

**SPECIAL SKILLS/ TRAINING**

* Department of Labor and Employment (DOLE)

Technical Education and Skills Development Authority (TESDA)

***NATIONAL CERTIFICATE II in MASSAGE THERAPY June 19, 2015***

* Forever Living Products, FZE

***Forever – SKIN CARE AND FACIAL TRAINING*** *– 24/09/10*

* ALAY HANAP BUHAY TRAINING CENTER

***Reflexology and Therapeutic Massage Sept. 3, 2006***

***Cosmetology 2003***

* TECHNICAL EDUCATION & SKILLS DEVELOPMENT AUTHORITY (TESDA) Vigan City Philippines

***Certificate of Completion on SKILLS TRAININGS ON REFLEXOLOGY AND THERAPEUTIC MASSAGE***

* Practical Training on Natural Therapy
* Reflexology,
* Shiatsu Therapy,
* Swedish Therapeutic Massage ***December 14, 2006***
* EMERGENCY MEDICAL SERVICE Baguio City Philippines (EMS)

***Certificate of Completion on FIRST Responders Course*** *March 3 -7, 2008*

* GLOBAL LEARNING INNOVATIONS TRAINING AND SEMINAR

***Psychiatry in health simplified; Defense Mechanism in Psychiatry,***

***Neurotic Conditions and Psychotic Disorder: Management and treatment***

* OCTAGON REVIEW ADVOCATES AND SEMINARS

***Health Care Providers Seminars 2008; ECG Reading and interpretation; Care and Management of Cardiac Patient; Trends in Leadership and Managemen***

* SUPREME INTELLECTUAL TRAINING AND SEMINARS

***Hypertension; Cardiac Rehabilitation; Myocardial Infarction vs. Angina; Developmental miles Stone***

***Autism; Cerebral palsy s. Stroke in the young***

**EDUCATIONAL ATTAINMENT:**

Vocational : CPVTraining School - Care giver course -6mos., 2008

: Reflexology and Therapeutic Massage Training 2006

: Cosmetology Training 2003

College : Philippine School of Business Administration

: Commerce – Undergraduate / 1994