Curriculum Vitae

Mrs Jelena

Jelena.370243@2freemail.com

D.O.B. 04 October 1975

Number of years working in industry:

18 years 9 months

Nationality: Serbian

Language Skills:

Fluent: English, Serbian, Bulgarian

Good: Russian

Basic: Turkish, German, French, Arabic

Permitted to work in: Serbia

Position Sought: Spa Director, Spa Manager

Personal Statement

Over 18 years of experience in salon & spa industry.

Able to handle multitasking jobs, creative, determined, team leader and result-oriented.

Looking for challenging and career development opportunity in 5\* Star Hotels or similar level in Well-known Spa Businesses chains in UAE - AbuDhabi/Dubai

Employment History:

April 2013 - May 2017 - Spa Director at Abeer Al Yaseen Beauty Spa, Dubai , UAE - United Arab Emirates, (Day Spa)

Duties included:

Managing Staff of 26 employees

Reporting to Owner

Recruitment

Day-to-day operations

Manage a spa\\\'s finances

Budgeting

Accounts

Maintaining stock inventories

Payroll management

Recordkeeping

Preparing of Staff Forms, Clients Forms

Organizing staff responsibilities - SOP Trainings

Handling staff schedules

Training the team staff

Conducting promotions, offers, packages, memberships

Bridal Care & Packages

Ensuring spa operating procedures & polices are implemented & updated as required

VIP Customer Care

Managing Customers Feedback

Finding Advertising Sources in Media

Developing Vendor Relations

Insuring Payments to Vendors

Supplying the Latest products

Creating of Signature Spa Treatments

Products worked with:

Guinot

Janssen Cosmeceuticals

Locherber

Babor

Anesi

Les Sens De Marakesh

Voeshny New York

June 2010 - March 2013 - Spa Manager at Vanila Salon - Spa for Ladies (2branches) and Chocolate Salon - Spa for gents, Dubai / UAE, UAE - United Arab Emirates, (Day Spa)

Duties included:

Managing Staff of 30 employees

Reporting to General Manager

Recruitment

Day-to-day operations

Manage a spa\\\'s finances

Maintaining stock inventories

Payroll management

Recordkeeping

Preparing of Staff Forms, Clients Forms

Organizing staff responsibilities - SOP Trainings

Handling staff schedules

Training the team staff

Conducting promotions, offers, packages

Bridal Care & Packages

Ensuring spa operating procedures & polices are implemented & Updated as required

VIP Customer Care

Managing Customers Feedback

Providing Full Professional Information about Services & Products for Customers

Finding Advertising Sources in Media

Developing Vendor Relations

Insuring Payments to Vendors

Supplying the Latest products

Creating of Signature Spa Treatments

Website Design Upgrade

February 2009 - May 2010 - Spa Manager at Couture Cut Salon - Spa - Kuwait, Kuwait/ Salmiya, Kuwait, (Day Spa)

Duties included:

Managing Staff of 26 employees Reporting to General Manger Daily Spa Operations

Interview & Hiring the Staff Developing Vendor Relations

Overseeing & Motivating Sales (services/products) Implement Strategies to Achieve Performance Targets

Ensuring Spa Operating Procedures & Polices are implemented & updated as required Organizing Staff Responsibilities

Handling Staff Schedules

Training the Team Staff

Training Staff in above mentioned skills Ensuring the High Level of Spa & Staff Hygiene Managing Customers Feedback

Managing VIP Customer Care Bridal Packages

Negotiating Banks Deals to Increase & Develop customers group Organizing Press Conferences

BTL & ATL Advertizing

Updating & Development of POS Material Budget Organizing

Inventories

Promotions

Packages

Supplying the Latest products Creating of Signature Spa Treatments

Providing Full Professional Information about Services & Products For Customers Managing Turnovers

May 2007 - January 2009 - Spa Manager at Beauty Jazz Center, Kuwait, Kuwait, (Day Spa)

Duties included:

Management & Training of the Team Staff

Supervising Hygiene of the Salon & Staff

Organizing of Staff Functions

Managing Staff of 15 employees

Sales Promotions, Creating Package Programs, Memberships

Managing the Sales Turnovers

Administration

Greeting Customers

Responsible for Salon Storage-In & Out products

Contacts with Suppliers

December 2003 - March 2007 - Spa Manager at Lilium Welness & Spa - IC Green Palace 5\* Star Hotel - Turkey, Turkey/Antalya, Turkey, (5 Star Hotel Spa)

Duties included:

SPA & WELNESS Manager

Recruitment, Management and Training of the Team Staff

Supervising Commercial Animations

Organizing of Staff Functions & Training

Managing Staff of 35 employees

Sales promotion to build customer loyalty

Creating Memberships Offers, Package Programs for Spa & Fitness

Ensuring SPA profitability Customer Care

Managing the Sales Turnovers Spa Administration Responsible for Inventory

Ensuring Hygiene of the Spa, Fitness, Turkish Hammam, Jacuzzis, SPA Body Capsulas, Saunas, Indoor Swimming pool

Greeting Customers Contacts with Suppliers

Creating Signature Spa Treatments

April 2000 - November 2003 - Spa Co-ordinator at Victoria Palace - 5\*Star Hotel - Bulgaria , Bulgaria/Sunny Beach, Bulgaria, (5 Star Hotel Spa)

Duties included:

Administration

Customer Service

Packages

Managing the Turnovers

Hygiene Control: Fitness Center & Spa

Organizing Daily Responsibilities of 21 Employees

Supplying Products

January 1998 - March 2000 - Receptionist at Victoria Palace - 5\*Star Hotel - Bulgaria , Bulgaria/Sunny Beach, Bulgaria, (5 Star Hotel Spa)

Duties included:

Administration

Bookings

Customer Care

Cashier

Providing full information about services & products

Ordering Products

Education and Qualifications:

2003 Academy of Medicine - Bulgaria - Sofia

Certificate

Aromatherapy

Honey Massage Techiques

Sweedish Massage

Sport Massage

Shiatzu

Deep Tissue Massage

1995 Trade, Tiurism & Hotel Management

Finished 5.15 out of 6

Vocational Qualifications

Microsoft Office

Short Cuts Salon Software

\\\"Salon Iris\\\" Software

Hobbies and Interests

Reading

Languages

Travel