



# MICHAEL ANDERSON

## SENIOR SPA THERAPIST

### PROFILE

Highly skilled Senior Spa Therapist with a robust background in holistic wellness and therapeutic practices. Extensive experience in managing spa operations and delivering bespoke treatments to a diverse clientele. Expertise encompasses advanced massage techniques, skincare, and wellness consultation, fostering a nurturing and rejuvenating environment. Proven track record in enhancing client satisfaction through personalized care and attention to detail.

### EXPERIENCE

#### SENIOR SPA THERAPIST

##### Elite Spa & Wellness Center

2016 - Present

- Designed and executed customized spa treatment plans based on individual client assessments.
- Led a team of therapists, enhancing service delivery through effective training and support.
- Implemented new spa protocols that improved client satisfaction scores by 20%.
- Maintained inventory and supplier relationships, ensuring product availability and cost management.
- Conducted regular workshops on wellness trends and spa techniques for staff development.
- Managed scheduling and client bookings, optimizing therapist utilization rates.

#### SPA ATTENDANT

##### Serenity Spa

2014 - 2016

- Assisted in the delivery of spa services, ensuring a welcoming environment for clients.
- Maintained cleanliness and organization of treatment rooms and common areas.
- Provided front desk support, handling client inquiries and appointment scheduling.
- Promoted spa services and products, contributing to a 15% increase in retail sales.
- Participated in team meetings to discuss service improvements and client feedback.
- Supported special events and promotions, enhancing overall client engagement.

### CONTACT

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### SKILLS

- Holistic Wellness
- Team Management
- Client Relations
- Treatment Planning
- Inventory Control
- Spa Operations

### LANGUAGES

- English
- Spanish
- French

### EDUCATION

BACHELOR OF SCIENCE IN HOLISTIC HEALTH, UNIVERSITY OF WELLNESS, 2018

### ACHIEVEMENTS

- Achieved a 95% client satisfaction rate through personalized service and follow-ups.
- Recognized for excellence in service delivery and awarded 'Best Therapist' at the annual spa awards.
- Increased social media engagement for spa services by 60% through targeted campaigns.