



Jennifer Damian Victorio

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PROFESSIONAL SUMMARY:

Intuitive Spa Team Leader with a strong passion for operations and retail management. Adapt at anticipating needs and professionally resolving customer service issues. Proficient in all basic spa operations including maintenance of spa amenities and guest relations. Specialize in ensuring an optimal level of service.

SKILLS:

- Exceptional interpersonal communication
- Excellent time management skills
- Effective workflow management
- Customer focused
- Inventory Control
- Microsoft outlook, word and excel

WORK EXPERIENCE:

Position: Customer Service Representative (T-mobile)

Duration: July 2022 – Present

Company: Telus International Philippines, INC.

Location: Vertis North, Philippines

Position: Customer Service Representative (T-mobile)

Duration: November 2021– June 2022

Company: Teleperformance

Location: Vertis North, Philippines

Position: Spa Team Leader

Duration: November 2017-June2019

Company: Waldorf Astoria Hotel

Location: Palm Jumeirah, Dubai

Duties and Responsibilities:

- Planning and organize all spa team roster and training for the monthly training calendar.
- Maintained inventory of all products and reordered when more supplies when needed.
- Respond to all guest complaints on several occasions with highly volatile individuals to reach an amicable solution.
- Engineering follow up and checklist for all spa issues.
- Collaborated with Spa Manager to plan new spa services and special programs.
- Acknowledging and responding to relevant guest queries, needs and expectations professionally and courteously.
- Responsible in checking spa products as per health safety and COSSH regulation.
- Maintain up to date knowledge of products and services offered.
- Actively promote the spa, treatments, services and retail as well as promotions and /or discount available
- Assist in all areas of spa operation as requested by management.
- Maintain hygiene standard and follow health and safety regulations.
- Responsible for sales report for financial and marketing reporting. Spa Team Member commissions and payroll.
- Communicate to management any issues and occurrences involving guests or staff in spa that requires attention.
- Consistent in practicing High Professional attitude and behavior.
- Perform all kinds of treatment if needed.

Position: Spa Therapist

Duration: March 2014-November 2017

Company: Waldorf Astoria Hotel Palm Jumeirah

Location: Palm Jumeirah, Dubai

- Provides consistent professional massage, body treatments and facial in accordance with spa protocols and procedure.
- Conducts Assessments and make Recommendations according to guest's preferences and needs
 - Acknowledging and responding to relevant guest queries, needs and expectations professionally and courteously.
 - Responsible in checking spa products, cleaning, sterilizing tools before and after each treatment as per health safety and COSSH regulation.
 - Actively promote the spa, treatments, services and retail as well as promotions and /or discount available
 - Assist in all areas of spa operation as requested by management.
 - Recommends and promote retail products in accordance with the guest needs and preferences.
 - Maintain hygiene standard and follow health and safety regulations.
- Checking and arranging of all rooms before and after each treatments according to standard.
 - Communicate to management any issues and occurrences involving guests or staff in spa that requires attention.
 - Handles inventory for consumption and retail of products.
 - Consistent in practicing High Professional attitude and behavior.

Position: Health Care Assistant

Duration: February 2010 – March 2012

Company: Willowmead Residential Care Homes

Location: Essex, United Kingdom

Position: Spa Therapist

Duration: January 2007 – March 2009

Company: Wynn Resort Macau

Location: Macau, China

Position: Spa Therapist

Duration: December 2005 – December 2006

Company: Bianca Resort and Spa

Location: Kolasin, Montenegro

Position: Spa Therapist

Duration: November 2003 – December 2005

Company: Makati Shangri-La Hotel
Location: Makati, Philippines

EDUCATION:

Highest Education:

Course: B.S. in Physical Therapy
University: Our Lady of Fatima University
Date: June 1995 – April 2001

Certificates and Trainings:

Call Center Training Program October 2021 Train the Trainer
August 2017 Supervisor Development Program March 2017 First
Aid Certificate February 2004