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| Sophia Martinez | | |
| Summary  Experienced Spa Attendant with over 7 years in the wellness industry, specializing in creating luxurious client experiences and optimizing spa operations. Proven track record of enhancing service quality and staff performance through training and leadership.  Work Experience  **Head Spa Attendant Jan 2021 – Present**  Luxury Wellness Spa Los Angeles, CA   * Led a team of 10 attendants, achieving a 40% increase in client retention through enhanced service training. * Developed and implemented standard operating procedures that improved cleanliness and service delivery, resulting in a 35% reduction in operational costs.   **Spa Supervisor Feb 2018 – Dec 2020**  Rejuvenate Spa Wellness Center Los Angeles, CA   * Oversaw daily operations, ensuring compliance with health regulations and high-quality service standards. * Coordinated staff schedules and managed inventory, improving service availability and reducing supply costs by 20%.   **Spa Attendant Jan 2016 – Jan 2018**  Calming Retreat Spa Los Angeles, CA   * Provided exceptional customer service, receiving numerous positive client reviews and commendations. * Supported therapists by preparing treatment rooms and managing supplies, contributing to a smooth workflow.   Education Bachelor of Science: Health and Wellness Jan 2015 *University of California**Los Angeles, CA*  certifications   * Certified Spa Supervisor – International Spa Association – 2019 * CPR and First Aid Certified – American Red Cross – 2021 | Contact  (345) 678-9012  sophia.martinez@example.com  Los Angeles, CA 90001  Skills  Leadership and Team Management  Client Experience Enhancement  Operational Efficiency  Spa Treatment Knowledge  Health and Safety Compliance  Conflict Resolution  Staff Training and Development  Inventory Management  Customer Relationship Management |