

Victoria Harper

DATE OF BIRTH: 30th March 1981
CITIZENSHIP: British

PROFESSIONAL EXPERIENCE:

SEPT 2010 – CURRENTLY **KENNETH GREEN ASSOCIATES**
Hill House, Monument Hill, Weybridge, Surrey, KT13 8RX.

Skin Care Training Manager

Main responsibilities:

- To co-ordinate and implement skincare training priorities of Kenneth Green Associates within a strict budgeted financial framework.
- To manage the budget with guidance from the Head of Training.
- Working with the Training Coordinator to implement the Skincare Training Calendar.
- To write and deliver training sessions, hand-outs and training manuals for Skincare brands, incorporating the needs of the Area Sales Managers and liaising with the skincare brand marketing manager. Ensure that a full complement of product and display material is available for all trainings including gifts.
- To run La Prairie treatment schools, train La Prairie Therapists in both facial & body treatments. Train the La Prairie International Diamond Service standard, run Discovery Days/Intro Schools with for new staff both consultants and non-consultants.
- To develop La Prairie/Skincare Business Development Managers, providing skills and product training to ensure they are able to train all new starters.
- To be responsible for the growth and development of 5 Star Hotels and salons as directed by the National Sales Manager. To build relationships with key personnel; arrange twice yearly strategy meetings, co-ordinating Marketing, Sales and PR to drive the business with key activities.
- Respond to external spa requests who want to stock and provide La Prairie treatments; either decline or investigate according to La Prairie International Silver Standards.
- To work with the Skincare Area Sales Managers to ensure all consultants have a good standard of selling skills, product knowledge, and good utilisation of customer file cards.
- To maintain close communication with the Skincare Marketing Managers to ensure understanding of company product positioning and strategies, and training needs
- To liaise with Sales Managers to identify our training needs and priorities.
- Hold pre-promotion meetings for exclusive product launches.
- To attend Train-The-Trainer sessions/conferences run by Client Companies and pass on knowledge to Area Sales Managers, Marketing and PR teams, delivering product training to each company's specification.
- To attend La Prairie Account Managers meetings, presenting new product launches and key information as relevant.
- To work with colleagues to redesign the Skincare consultants' uniform as required and ensuring grooming guidelines are maintained by Consultants.
- To manage and assist Head of Training with the co-ordination of the annual La Prairie Consultant conferences.
- To provide support to the KGA Fragrance Consultant Conference with games, if required.
- To work closely with the PR team, answering journalist skincare questions relative to KGA skincare brands and support relevant PR activities.
- To work with PR and Marketing on the Quarterly Consultant Newsletter, providing key selling tips and success stories.

FEB 2005 – SEPT 2010

FINDERS INTERNATIONAL LIMITED

Orchard House, Winchet Hill, Goudhurst, Kent, TN17 1JY.

International & National Training Manager (Aug 2006 – Currently)

Training and Treatment Development Manager (Feb 2006 – Aug 2006)

Regional Training and Promotions Manager (Feb 2005 – Feb 2006)

Main responsibilities:

- Development and preparation of all Training Manuals
- Recruitment of all Training staff
- Training of existing and new key accounts
- Managing and coordinating promotions and exhibitions worldwide.
- Management and Training of International Distributors Trainers.
- Developing all new treatments for the company.
- Management and motivating of Training Team.
- Maintaining high standards of Training and Treatments.
- UK college coordinator including sales and maintaining high standards of education throughout the college accounts.
- Nominated to cover maternity leave for one of our Area Development Manager, therefore worked with targets, sales, incentives of accounts etc.
- Helping to maintain and increase the sales of the company through the opening of new accounts and through the continued support of existing accounts within the UK and Internationally.
- Delivering descriptions and explanations of Treatments and products to the Marketing Department.
- Developing presentations of the company, treatments and spa therapies to the Marketing Department.
- Developing and running generic Spa Therapy, Water Management and Spa Management courses.

Achievements:

- ◆ Helped to increase national and international sales through the development of successful new treatments.
- ◆ Helped to increase export sales through the support and training of all of our International Distributors.
- ◆ Nominated to help train for BISA and SQA in the new Spa Therapies module.
- ◆ Elected onto the board of BISA
- ◆ Elected onto the board of CIDESCO GB
- ◆ Nominated to attend the CIDESCO World Congress in Malaysia 2007 to represent CIDESCO GB
- ◆ Nominated to attend the CIDESCO World Congress in Germany 2008 to represent CIDESCO GB
- ◆ Nominated to attend the CIDESCO World Congress in Japan 2009 to represent CIDESCO GB
- ◆ Nominated to attend the CIDESCO World Congress in Sweden 2010 to represent CIDESCO GB
- ◆ Developed the Lava Shells Therma Facial along with the Lava Shells Distributors in the UK.

SEPT 2004 – FEB 2005

PAMELA STEVENS BEAUTY CLINIC

41 Fairfax Road, Swiss Cottage, London, NW6 4EL, England.

Manager/Receptionist

Main Responsibilities:

Responsible for the management of eight staff members and the salon itself.

- Daily opening and closing of the salon.
- Operating the till and cashing up.
- Organisation and receiving of bookings.
- Dealing with client complaints and queries.
- Training of new staff members.
- Motivating staff members to reach their targets.
- Performing all therapy treatments for any therapist that may be ill or any overspill of clients.

JAN 2003 – JULY 2004

**THALIA SHAER INTERNATIONAL HEALTH & SKIN
CARE ACADEMY**

47 Corlett Drive, Illovo, 2196, Gauteng, R.S.A.

Lecturer

Main responsibilities:

- A key member of staff responsible for the development and preparation of coursework, course handouts, lecture material and lecturing for the following CIDESCO subjects:
 - Both the practical and theory of the First and Second Year modular classes; Body Equipment, Body Alignment & Movement, Waxing, Manicures & Pedicures, Facials, Make-up, Swedish Massage, Hygiene & Microbiology, Ethics and Business Management Project.
 - The practical and theory of the Third Year modular courses; Scalp Massage, Shiatsu Massage, Indian Head Massage, Tandem Massage, Hot Stone Massage, Lomi Lomi Massage, Oriental Facial Diagnosis and Iridology.
- Development, setting and marking of all related theoretical and practical tests and exams.
- Organisation of field trips in order for students to gain practical experience.

Achievements:

- ◆ Nominated School CIDESCO Examiner to work alongside the official CIDESCO International Examiner.
- ◆ Lectured Night School courses in the following subjects; Facials, Manicures & Pedicures, Swedish Massage and Waxing.
- ◆ Successfully organised a practical outing to a local hospital which involved students performing manicures and pedicures on patients.
- ◆ Successfully organised for students to be the make-up artists for models partaking in a local fashion show.

MARCH 2003 – MAY 2003

RADIANCE BEAUTY SALON

23 Spreu Avenue, Randpark Ridge, 2156, Gauteng, R.S.A.

Therapist

Duties:

Responsible for the management and running of this small beauty salon to provide maternity leave cover for the owner.

- Daily opening and closing of the salon.
- Organisation and receiving of bookings.
- Performing the following beauty sessions:
 - ⇒ Facials
 - ⇒ Waxing
 - ⇒ Manicures
 - ⇒ Pedicures
 - ⇒ Hot Stones Body Massage
 - ⇒ Swedish Body Massage
 - ⇒ Body Wraps

TRAINING:

Lava Shells Therma Facial – Shared Beauty Secrets & Finders International Ltd (May 2010)

Lava Shells Body Massage – *Shared Beauty Secrets* (May 2010)

Essential Management Skills Programme – *MTD Training* (Oct 2009)

First Aid at Work - *St. John Ambulance* (May 2008)

Water Management - *BISHTA* (July 2007)

Water Management - *BISHTA* (August 2005)

Floation Therapy – *Finders International* (March 2005)

- Achieved with Distinction

Aquablitz Therapy – *Finders International* (March 2005)

- Achieved with Distinction

Aquasun Therapy – *Finders International* (March 2005)

- Achieved with Distinction

Train the Trainer – *Behaviour Systems Development (BSD)* (July 2004)

Assessors Certificate – *Behaviour Systems Development (BSD)* (May 2004)

Basic Iridology – *Institute of Natural Health* (May 2004)

- Achieved with Distinction

Indian Head Massage – *School of Indian Head Massage* (Nov 2003)

SAAHSP Examiners Workshop Attendance Certificate – *Behaviour Systems Development (BSD)* (May 2003)

Tandem Massage – *TSI Academy Health & Skin Care Academy* (May 2003)

Lomi Lomi Massage – *TSI Academy Health & Skin Care Academy* (April 2003)

Hot Stone Therapy Massage – *TSI Academy Health & Skin Care Academy* (March 2003)

Basic Aromatherapy Certificate – *TSI Academy Health & Skin Care Academy* (Nov 2002)

Shiatsu Full Body Massage – *TSI Academy Health & Skin Care Academy* (Nov 2002)

Tension Back Massage Certificate – *TSI Academy Health & Skin Care Academy* (Nov 2002)

Oriental Facial Diagnosis – *International Dermal Institute* (July 2002)

First Aid Certificate - *TSI Academy Health & Skin Care Academy* (Feb 2002)

Product House Certificates:

- *Finders International* (Feb & March 2005)
 - Achieved with Distinction
- *Dibi* (Nov 2004)
- *Artdeco* (June 2004)
- *Depileve* (June 2003)
- *Pevonia* (Feb 2003)
- *Babor* (Sept 2002)
- *RVB* (July 2002)
- *Academie* (May 2002)
- *Gatineau* (April 2002)
 - Achieved with Distinction
- *Dermalogica* (Jan 2002)
- *Sh'zen* (Jan 2002)
- *Star Nails*
 - Acrylic (Sept 2001)
 - Gel (Aug 2001)
 - Fibre glass (July 2001)
- *Sans Sousis* (June 2001)

EDUCATION:

Jan 2001 – Dec 2002

Thalia Shaer International Academy of Health & Skin Care, Illovo, Gauteng, R.S.A.

Diploma in Health & Skin Care

SAAHSP Diploma

CIDESCO Diploma

- Attained the Growth and Perseverance Award
- Awarded Outstanding Business Project

July 2000 - Dec 2000

New Horizons, Randburg, Gauteng, R.S.A.

Attained Beginner and Intermediate Certificates in the following:

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|-------------------|---------------------------|
| ⇒ Windows 95 | ⇒ Publisher 2000 |
| ⇒ Word 2000 | ⇒ Outlook 2000 |
| ⇒ Excel 2000 | ⇒ Introduction to the Web |
| ⇒ PowerPoint 2000 | |

Jan 1998 – Dec 1999

Eden College, Hyde Park, Gauteng, R.S.A.

1999 Matriculated with Exemption

REFERENCES:

Available on request.
