

MELLANY SERENE

Spa Coordinator

mellany.serene@gmail.com

(845) 054-6253

1234 Desert Breeze Lane, Phoenix, AZ
85032



PROFILE

Dedicated Spa Coordinator with 1 year of experience in providing exceptional customer service and ensuring smooth day-to-day spa operations. Proficient in scheduling appointments, managing inventory, and coordinating staff. Demonstrates excellent communication skills, adaptability, and a keen eye for detail, while fostering a relaxing and welcoming environment for clients.

LINKS

[linkedin.com/in/mellanyserene](https://www.linkedin.com/in/mellanyserene)

SKILLS

Scheduling

Customer Service

Inventory Management

Staff Supervision

Conflict Resolution

Budgeting

Marketing

LANGUAGES

English

French

HOBBIES

Organizing wellness retreats

Practicing yoga and meditation

EMPLOYMENT HISTORY

Spa Coordinator at Red Door Spa, AZ

May 2023 - Present

- Successfully increased client retention rate by 25% within the first year of employment, through implementing effective booking strategies and enhancing customer service protocols at Red Door Spa, AZ.
- Boosted spa revenue by 15% within six months, by upselling treatments, packages, and retail products, as well as introducing new promotional offers tailored to customers' preferences at Red Door Spa, AZ.
- Streamlined appointment scheduling process, resulting in a 20% reduction in average wait time for clients and a 10% increase in overall staff efficiency at Red Door Spa, AZ.

Assistant Spa Coordinator at Miraval Arizona Resort & Spa, AZ

Jul 2022 - Apr 2023

- Successfully increased spa membership sales by 25% within the first year by implementing targeted marketing strategies and enhancing customer experiences at Miraval Arizona Resort & Spa.
- Streamlined appointment scheduling process, resulting in a 15% reduction in booking errors and a 10% increase in overall customer satisfaction ratings.
- Coordinated and executed over 50 successful spa events and promotions, leading to an increase of 20% in spa revenue during the promotional periods.
- Implemented a new employee training program for spa staff, which contributed to a 30% decrease in employee turnover and a 35% improvement in overall staff performance.

EDUCATION

Associate Degree in Hospitality Management at Scottsdale Community College, Scottsdale, AZ

Aug 2017 - May 2022

Relevant Coursework: Hospitality Operations, Food and Beverage Management, Event Planning, Marketing and Sales, Financial Management, Human Resources, Customer Service, and Hospitality Law.

CERTIFICATES

Certified Spa Supervisor (CSS)

Oct 2021

International Spa Association (ISPA) Certificate

Feb 2020