



# Jessie S. Sharp

Assistant Spa Manager

## CONTACT

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United States, Tucson, AZ

## EDUCATION

2018 - 2021

### Associate Degree in Hospitality

Pima Community College, United States, Tucson, AZ

- Coursework: Spa Management, Customer Service, Financial Management

2019 - 2020

### Certificate in Spa and Wellness Management

Arizona School of Integrative Studies, United States, Tucson, AZ

### CPR and First Aid Certification

American Red Cross - Completed 2021

### Spa Operations Certification

International Spa Association - Completed 2020

## PROFESSIONAL SUMMARY

Motivated and detail-oriented professional seeking the position of Assistant Manager at a reputable spa. Bringing strong organizational skills, a solid foundation in hospitality management, and a commitment to delivering exceptional client experiences.

## EXPERIENCE

### Spa Coordinator

2021 - 2024

Serenity Spa, United States, Tucson, AZ

- Coordinate daily front desk operations, including appointment scheduling, client check-ins, and payment processing.
- Assist in managing inventory and ordering supplies, ensuring optimal stock levels and vendor relations.
- Support marketing efforts by promoting spa services and special offers through social media and local advertising.
- Provide exceptional customer service, addressing client inquiries and resolving issues to maintain high satisfaction levels.

### Hospitality Intern

2020 - 2021

Tranquil Retreat Resort, United States, Tucson, AZ

- Assisted in various departments including guest services, event coordination, and food and beverage management.
- Gained hands-on experience in customer service and operations within a luxury hospitality setting.
- Contributed to the planning and execution of special events and promotions, enhancing guest experiences and satisfaction.

## SKILLS

Spa Management Software (e.g., Mindbody, Booker) ★★★★★

Appointment Scheduling and Coordination ★★★★★

Basic Marketing and Promotion Strategies ★★★★★

Knowledge of Spa Treatments and Procedures ★★★★★

Organizational and Time Management Skills ★★★★★

Effective Communication and Team Collaboration ★★★★★

Adaptability and Problem-Solving ★★★★★