**ARUN SUDHAKAR**

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**Summary**

Well qualified Spa Professional - 7 years of experience in maximizing spa revenues and profits. Certified post graduate in Spa Management (Masters in International Spa Management from University Of Derby). Responsible, self-motivated and experienced Spa Consultant Physician in Ayurveda (Indian Traditional Medicine- BAMS India). Six years of experience in International spa Industry and hospitality field. Relevant experience in handling pre-opening phase of spa.

**Skills**

* Spa Operations Management
* Project Management
* Customer Service Management
* Business Development
* Market Research
* Marketing
* Sales oriented approach
* Strategic Directions
* Human Resource management
* Massages and beauty Treatments
* Ayurveda Therapies in Spa
* Nutrition & Fitness
* Wellness Coaching and Life Style
* Computer skill in Windows, micros, Spa soft, Zenoti, Wishnet, MS Office suit.
* Effective Communicator

**Work History**

* Spa and Fitness center Manager – Hyatt Ahmedabad from January 2017. Managing Spa, Salon, Fitness center and Swimming pool at the property. Ensuring Optimum productivity and customer satisfaction at the spa and salon. Resolving operational issues, reconciliation of inventory and imprest fund, Interpreting financial reports and setting strategic plans, staff recruitment, conducting regular meetings with team members of the location to ensure smooth operations of the spas. Marketing plans for selling memberships for fitness center, spa, salon and retail sales. Conducting human resource activity. Strives to improve team performance and consumer satisfaction. Resolving guest complaints and collecting feedback for finding the areas of improvement. Ensures cleanliness and adhering to brand standards. Keep the team focused on achieving financial goals and conducting regular team meetings for achieving NPS and financial goal.
* Cluster Head- Senior Manager Spa Operations JW Marriot with Sanghvi Brands, from June 2016 to Jan 2017.

Managing and overseeing Spa Operations in multiple locations of *Sanghvi brands* Spa *L’Occitane* chain- North east India zone. Operations and Budget Management of four spas under L’Occitane India - Cedar spa at JW Marriott Mussoorie, La Riviere Spa Manali, Khyber spa Gulmarg and Spa La vie Kolkata. Ensuring Optimum productivity at these centers, resolving operational issues, reconciliation of inventory and imprest fund, Interpreting financial reports and setting strategic plans, staff recruitment, conducting regular meetings with unit heads of the location to ensure smooth operations of the spas.

* Spa Manager – *Khyber spa by L’Occitane* under *Sanghvi brands*, Gulmarg from July 2015 to June 2016. Meet and Greet guests from the time of check in and ensure a pleasant journey through our renowned L’Occitane spa. Ensuring the maximum productivity of my team and the optimum capture ratio to spa. Preparing and interpreting Financial reports, Financial plans for spotting trends and ensuring optimum output, maintain accurate inventory controls, staff training and scheduling, developing marketing strategy, ensure customer needs are being met with proper standards, maintain an up to date spa procedure manual and ensure compliance, hold regular staff meetings, minimize the losses through negligence.
* Spa Manager- Sohum Spa/ Kenilworth Hotel, Goa from September 2014 to June 2015. Preparing and interpreting Financial reports, Financial plans for spotting trends, measuring productivity and ensuring optimum output, maintain accurate inventory controls, staff training and scheduling, developing marketing strategy, ensure customer needs are being met with proper standards, maintain an up to date spa procedure manual and ensure compliance, hold regular staff meetings, minimize the losses through negligence. Addressed guest concerns and increased guest satisfaction by an average of 40 percent.
* Spa Business Development Head –Srishti Concepts Ayurvedic Healthcare Solutions and Spa Consultancy – Mar 2012 to Sep 2014. Overseeing spa operations, preopening of spas, training staffs for spas operated by Srishti and making strategic decisions for spa business development of the company.
* Assistant Spa Manager and Ayurvedic Consultant Physician- Mar 2010 to Feb 2012

(Hill and Sea View Resort and Spa –Kovalam, India)

**Education**

**MA, International Spa Management** –**University of Derby Buxton, UK**

Training Programs Attended during the Post-Graduation in Spa Management– Operation and Project Management

* Research Methodologies (Market Research, Business Research, Social Research)
* Integrated Business Management with leadership training.
* Trained in Financial Management, e-Marketing and Brand Promotion
* Trained in the Commercial Spa At the Dome, in Buxton Campus.
* Strategic Directions

**B.A.M.S – Ayurveda Bachelor Degree – Govt. Ayurveda College, Trivandrum.University of Kerala.**Trained in Ayurveda Panchakarma therapies, massages, herbal medicine, nutrition, lifestyle management, yoga, meditation and healthcare.

**INTERESTS**

Looking for a position that will build on my skill set and provides me with ample scope of growth and contributes to the organization’s goal by effectively using the conceptual skill and knowledge gained through my education and experience in the spa industry.

**References**:

1.**Dr Iride Azara**, Ph.D, FHEA Email: i.e.azara@derby.ac.uk  
Programme Leader - MA International Hospitality Management, MA Tourism Management  
MA Events Management, MA International Spa Management  
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