

# Bryseida Brandenburgh

Spa Director

## 📁 Employment History

### Spa Director at The Spa at the Hotel Hershey, PA

Mar 2022 - Present

- Led a team of 15 in providing high-quality spa experiences for guests, resulting in an 85% satisfaction rating.
- Increased revenue by 20% through effective marketing and upselling techniques.
- Implemented new systems and processes that reduced operational costs by 10%.
- Hired and trained a highly motivated team that lowered turnover rates by 30%.
- Negotiated vendor contracts that saved the company \$5,000 per month.
- Won “Best Day Spa” in the city for 3 consecutive years.

### Assistant Spa Director at The Spa at the Omni Bedford Springs Resort, PA

Aug 2019 - Jan 2022

- Led a team of 15 estheticians, massage therapists, and nail technicians while maintaining high levels of customer satisfaction.
- Exceeded monthly sales goals by an average of 20%.
- Trained new employees in policies and procedures.
- Created employee schedules that increased productivity by 10%.
- Handled customer complaints in a professional manner to maintain the spa’s reputation.
- Monitored inventory levels and placed orders as needed.

### Spa Associate Director at The Spa at Nemaquin Woodlands Resort, PA

Jul 2015 - Jun 2019

- Led a team of 12 spa associates and achieved an 85% satisfaction rating from customers.
- Increased revenue by 20% through effective marketing campaigns.
- Negotiated contracts with 3 new vendors, resulting in a 15% cost reduction.
- Implemented new scheduling system that increased productivity by 10%.
- Trained 2 new managers on company policies and procedures.

## 🎓 Education

### High School Diploma at Upper Moreland High School, Upper Moreland, PA

Sep 2011 - May 2015

I've learned how to study for and take tests, how to do research, and how to write papers.

## 📄 Certificates

### Certified Spa Director (CSD)

Mar 2021

### Certified Wellness Tourism Professional (CWTP)

Nov 2019

## Details

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## Links

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

## Skills

Spa Management

Business Administration

Marketing and Sales

Customer Service

Employee Training

Budgeting and Financial Planning

Spa Operations

## Languages

English

Urdu

## Hobbies

Organizing

Crafting

Reading