

Lailaa Gobbel

Spa Therapist

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☎ (567) 139-0250

📍 4321 Oak Street, Sioux Falls,
SD 57104

Education

High School Diploma at Brookings High School, Brookings, SD

Sep 2016 - May 2021

I have learned how to read, write,
and do math.

Links

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

Skills

Massage

Facials

Body Treatments

Spa Services

Salon Services

Cosmetology

Languages

English

Hindi

Hobbies

Organic gardening

Yoga

Meditation

Profile

I am a Spa Therapist with over 1 year of experience in the industry. I have provided professional and expert services to clients, ensuring that they receive the highest quality of care possible. I possess excellent communication skills and work well under pressure while remaining calm and collected at all times. My extensive knowledge base includes an understanding of different massage techniques as well as skincare products and treatments. This allows me to tailor each individual's session to their specific needs in order to provide them with optimal results. Above all, my number one priority is always the comfort and satisfaction of my clientele.

Employment History

Spa Therapist at Soothe, SD

Apr 2022 - Present

- Led a team of 4 estheticians in providing luxury facials, massages, and other spa treatments to up to 25 clients per day.
- Trained 2 new hires in performing Swedish massages, hot stone massages, and body wraps.
- Increased clientele by 20% through effective marketing campaigns and outstanding customer service.
- Decreased product waste by 10% through better inventory management.
- Achieved highest average rating of 4.8/5 stars from over 500 online reviews.

Spa Associate at Zeel, SD

Jul 2021 - Feb 2022

- Increased sales by 25% through upselling and cross-selling techniques.
- Exceeded daily quota of 10 customer service interactions by an average of 15%.
- Demonstrated expert knowledge of all products and services offered, leading to increased confidence from customers and repeat business.
- Trained 2 new Spa Associates on company policies & procedures and product knowledge.
- Maintained a 98% satisfaction rating from guests during post-service surveys.

Certificates

Licensed Massage Therapist (LMT)

Nov 2020

Certified Spa Therapist

Aug 2019

Memberships

American Massage Therapy Association

National Certification Board for Therapeutic Massage & Bodywork