

MEDICAL SPA MANAGER

Jeannie Thomas



PROFESSIONAL SUMMARY

Dynamic and results-driven Spa Manager with over 7 years of experience overseeing operations in luxury medical spas. Adept at managing high-end medical aesthetic services, leading cross-functional teams, and driving business growth through exceptional client experiences.

EXPERIENCE

Medical Spa Manager, Renew Wellness & Aesthetics Center, United States, Kansas City, MO


2021 - Now


- Manage daily operations of a high-volume medical spa, ensuring seamless service delivery of treatments.
- Oversee a team of 15+ aestheticians, registered nurses, and front desk staff.
- Conduct staff training sessions on new treatment techniques and compliance protocols, enhancing staff expertise.
- Ensure strict adherence to all medical and safety regulations, including HIPAA compliance and proper sterilization protocols.


Assistant Medical Spa Manager, The Skin Clinic Medical Spa, United States, Kansas City, MO

2018 - 2021

- Supervised staff in administering advanced cosmetic procedures, ensuring all services were performed according to safety standards.
- Developed marketing campaigns that increased client retention by 15%, contributing to steady business growth.
- Managed product inventory, reducing excess stock and cutting costs by 10% through better supplier negotiation.
- Handled client consultations, providing personalized treatment plans that matched their skincare goals and medical history.

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 United States, Kansas City, MO

SKILLS

Advanced proficiency in medical spa software (Mindbody, AestheticPro)

CRM & Client Retention Software (Zenoti)

Regulatory Compliance (HIPAA, OSHA)

Aesthetic Treatments & Procedures

Budgeting & Financial Planning

Revenue Optimization

Spa Coordinator, Elite MedSpa, United States,
Overland Park, KS

2017 - 2018

- Coordinated daily spa operations, including appointment scheduling, client intake, and billing.
- Managed the spa's retail section, increasing product sales by 18% through effective product recommendations.

EDUCATION

Certified Medical Spa Manager, American Med
Spa Association (AmSpa), Completed 2021

Bachelor of Science in Business Administration,
University of Missouri - Kansas City, United States

2013 - 2017

Certified Laser Technician, National Laser
Institute, Completed 2017