



Karen Susana Peña Rocha

SUPERVISOR & LEAD THERAPIST

CONTACTO



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OBJECTIVE

To join a professional and growth-oriented company where I can continue expanding my knowledge, contribute positively to team performance, and support the improvement of operational processes through experience, leadership, and commitment to excellence.

SKILLS

- Spa Operations & Team Supervision
- Lead Therapist & Staff Coordination
- Facial and Body Treatments
- Holistic & Wellness Therapies
- Guest Experience & Customer Service
- Training and Mentoring Therapists
- Process Improvement & Quality Standards
- Appointment & Schedule Management
- Luxury Hospitality Environment Experience

ABOUT ME

Experienced Spa Therapist and Supervisor with more than 15 years of professional practice in luxury resorts, wellness centers, and holistic environments across Mexico. Specialized in body and facial therapies, holistic treatments, and team supervision, with a strong commitment to service excellence, operational efficiency, and guest satisfaction. Proven ability to lead teams, support daily spa operations, and contribute to continuous improvement of processes while maintaining high standards of quality and professionalism. Motivated to continue growing within a company where experience, leadership, and dedication add value to both the team and the guest experience.

WORK EXPERIENCE

Supervisor & Lead Therapist

Conrad Spa – Tulum, Quintana Roo, Mexico
January 2022 – Present

Supervisor & Lead Therapist

Chable Resort & Spa – Chochola, Yucatán, Mexico
December 2017 – January 2022

Therapist, Facialist & Body Treatments

Cabo Mobile / Freelance – Los Cabos, B.C.S., Mexico
January 2017 – December 2017
Locations: Palmilla, Puerto Los Cabos, Pedregal, Dorado, Ventanas, Santa Carmela

Therapist, Facialist & Body Treatments

Reflex Wellness Corner – Los Cabos, B.C.S., Mexico
February 2014 – December 2016

COMPUTER SKILLS

- Microsoft Word
- Microsoft Excel
- INNSIST (Spa & Reception)
- Book4Time

EDUCATION

SPA MANAGER DIPLOMA
2023 - 2024 - Institute La Salle

INCOMPLETE BACHELOR'S DEGREE IN
PSYCHOLOGY
2020 - 2023 - Universidad Humanitas,
Mérida, Yucatán

COLEGIO MEXICANO DE TERAPEUTAS
2009 - 2010 (Mexican College of
Therapists)

INSTITUTO INTEGRAL DE
COSMETOLOGIA Y BELLEZA

2006 (Integral Institute of Cosmetics and
Beauty)

CERTIFICATIONS & ADDITIONAL TRAINING

Holistic Workshops – 2020 to 2023
IRONMAN Sports Techniques & Stretching –
2015

Natura Bissé Product Training – 2013 – 2014
Deep Tissue, Sports Massage & Stretching –
2010

Lymphatic & Traditional Drainage Techniques
– 2010

• Physiosphere Product Training (Thalmer) –
2008

- Body & Facial Techniques – 2007
- Hot Stone Massage Technique – 2005
- Swedish Massage Technique – 2005

Therapist, Facialist & Body Treatments

Zoetry Casa del Mar – Los Cabos, B.C.S., Mexico
October 2010 – December 2013

Therapist, Facialist & Body Treatments

Breath – Los Cabos, B.C.S., Mexico
January 2010 – October 2010

Therapist, Facialist & Body Treatments

Club Rincón – Los Cabos, B.C.S., Mexico
December 2009 – January 2010

Therapist, Facialist & Body Treatments

Hotel Cabo Azul – Los Cabos, B.C.S., Mexico
July 2008 – December 2009

Therapist, Facialist & Body Treatments

Hotel Hilton Los Cabos – Los Cabos, B.C.S., Mexico
November 2007 – June 2008

Therapist, Facialist & Body Treatments

Freelance – Querencia, Encanto, Shampoo, Private Homes &
L.C.A.
June 2007 – November 2007

Therapist, Facialist & Body Treatments

Blue Day Spa – Los Cabos, B.C.S., Mexico
March 2007 – June 2007

LANGUAGES

Spanish

Native

English

Intermediate