



## CONTACTO



+52 (624) 132-2448



therapyancestralkpr@outlook.es



[www.nuvv.mx/karen-peña](http://www.nuvv.mx/karen-peña)

## 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

# Karen Susana Peña Rocha

## SUPERVISOR & LEAD THERAPIST

### 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

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## 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)

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## 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

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## LANGUAGES

### Spanish

Native

### English

Intermediate