

NAME

TITLE

000-000-0000 / EMAIL / CITY, STATE, ZIP

Profile

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Experience

Enter Job Position Here - Company / Location

MONTH YEAR - Present

- Collaborated with other members of the team to ensure a positive client experience
- Answered incoming calls and routed them to the appropriate staff member
- Informed clients about the benefits of various skincare treatments and explained complex information in an easy-to-understand manner
- Listened to clients' concerns and needs and responded with empathy and compassion
- Managed the scheduling system and ensured clients were seen promptly

Enter Job Position Here - Company / Location

MONTH YEAR – MONTH YEAR

- Conducted consultations with clients to understand their skin concerns, goals, and preferences
- Performed simple facial care services, including cleansing, steaming, blackhead/whitehead extraction, and applying face masks
- Recommended skin care products and treatments
- Maintained a clean and organized work area and disinfected tools and supplies
- Built a positive client relationship by creating a relaxing atmosphere and providing excellent customer service

Project Experience

- Developed a referral program to boost sales and recorded a 15% increase for the first three months
- Set up a TikTok account for the branch and collaborated with colleagues to create practical content about skincare
- Designed promotional materials for distribution across the company's social media pages

Education

Artistic Nails and Beauty Academy - Esthetics Certification

MONTH YEAR

- GPA: LIST
- AWARD
- AWARD

The Beauty Academy- Online Facial Skin Care Training Course

May 2009

- GPA: LIST
- AWARD
- AWARD

Udemy - Organic Skincare Formulation

Skills

Expertise

- Excellent customer service skills
- Strong communication skills
- Time management and organizational skills
- Knowledge of skin anatomy, types, and conditions
- Skincare products know-how

Licenses & Accreditations

Licenses Licenses & Accreditations

- Licensed Esthetician, State of Minnesota
- Certificate in Facial Skin Care
- Certificate in Organic Skincare Formulation