

Krystal L. Safford

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MANAGEMENT PROFESSIONAL

Performance driven and result oriented manager with broad experience in office management, personnel supervision, and business support. Organized and effectively handle multiple projects in a dynamic environment. Trustworthy and loyal with an adaptive personality.

WORK EXPERIENCE

Store Manager
Sport Clips, Mobile, AL

06/15 – Present

- Manage salon staff of six employees, to include recruiting exceptional professionals to maintain salon standards
 - Motivate employee with daily coaching to improve performance and overall sales.
 - Supervise administrative functions and ensure all records, schedule and payroll remain up to date file appropriately.
 - Coordinate customer promotion according to the corporate marketing plan to increase business.
 - Consistently increase month over month revenue of a new store in a competitive location.
 - Reconciled cash register to balance and closeout nightly paperwork.
 - Proficiently sale and upsale products and services to clients.
 - Apply specialized techniques to create haircuts and styles.

**Salon Manager
Ulta Beauty Salon, Mobile, AL**

07/14 – 06/15

- Managed Salon staff of eight employees to include recruiting, training, and coaching.
 - Completed weekly employee work schedules and biweekly payroll approval and submissions.
 - Developed and executed key strategies that focused on client experiences and maximized service sales.
 - Service clients with intricate cutting, coloring, highlighting and styling techniques.
 - Performed skin treatment services after individual consultation including, facials, makeup and eye lash extensions.
 - Built solid customer base through referrals of previously satisfied clients.

Cosmetology Educator
Fortis College, Mobile, AL

04/11 - 04/14

- Leveraged managerial and leadership skills to promote the mission vision and values of Education Affiliates.
 - Facilitate learning by teaching and following the school's published curriculum.
 - Completed student's progress evaluations and preformed academic counseling.
 - Managed a classroom setting of 20 students to motivate and demonstrate the educational and technical skills required for the State Board of Cosmetology Exam.
 - Continued education and training of new techniques or teaching methods developed or mandated during employment.
 - Reconciled cash register to balance and closeout nightly paperwork.
 - Provided Administration/ Clerical support by answering multi-phone lines, scheduling appointments, customer service.
 - Received, routed and responded to incoming customer and business correspondence.