

# LORNA LYNCH

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## SUMMARY

Team Leader, Ongoing Training Specialist, Field Ambassador that is highly energetic, outgoing and detail oriented. Handles many responsibilities simultaneously while providing exceptional customer service and education to my guests and team.

## SKILLS

- Results-oriented
- Solutions focused
- Training and development
- Multi-Task Management
- Weekly Payroll/Budget Leader
- Strong communication skills

## EXPERIENCE

- |                           |  |
|---------------------------|--|
| <b>01/2017 to Current</b> | <b>On-Going Training Specialist</b><br><b>Aveda</b> <ul style="list-style-type: none"><li>• Lead and identify best practices to support new processes for field teams</li><li>• Member of the NA ROS roll out response team to provide support within territory</li><li>• Provide teams with leadership and one on one assistance</li></ul>  |
| <b>04/2017 to Current</b> | <b>Field Ambassador East Region</b><br><b>Aveda</b> <ul style="list-style-type: none"><li>• Expert for Corporate partners such as Operations, HR, Marketing, Earth and Community Care</li><li>• Communicate effectively on the needs of the field team to Corporate partners to help make the Aveda business as a whole run more efficiently</li></ul>   |
| <b>05/2016 to Current</b> | <b>Team Leader</b><br><b>Aveda Experience Center</b> — Beachwood , Ohio <ul style="list-style-type: none"><li>• Built and maintained effective relationships with team, peers, and upper management</li><li>• Increased KPI measurements and sales up to 5% over LY as well as maintaining a million dollar door</li><li>• Coaching/Teaching effectively to each team members specific needs, creating accountability, and keeping in line with policies/expectations of the company</li></ul> |
| <b>03/2015 to 06/2016</b> | <b>Team Leader</b><br><b>Aveda Experience Center</b> — Strongsville , Ohio <ul style="list-style-type: none"><li>• Leading team by example through strong leadership and increasing sales 2% from LY as well as increasing transactions 3%</li><li>• Supervised a team of 6 through times of company change</li><li>• Strong customized effective coaching and accountability to meet company standard</li></ul>   |
| <b>06/2014 to 03/2015</b> | <b>Assistant Team Leader</b><br><b>Aveda Experience Center</b> — San Francisco , California  |

- Lead the team in coaching, sales and accountability
- Analyzed team members business measurements and coached to talents which led to increased profitability
- Promoted to team Leader in less then one year at San Francisco Center

**07/2011 to 06/2014**

**Assistant Team Leader**

**Aveda Experience Center** — Scottsdale , Arizona

- Mastered management/business/operational processes with Aveda integrity
- Learned valuable lessons from trial and error and how to correct course through times of inconsistency
- Worked closely with the Team Leader to help be an instrumental part of being a business leader
- Promoted to a higher volume door in San Francisco

## **EDUCATION AND TRAINING**

**2007**

Esthetician Degree

**Carsten Aveda Institute** — Tempe, Arizona

- 600 hours completed

**Franklin Covey Foundations**

- 7 Habits of highly successful people
- 4 disciplines of execution
- Fierce conversations