

## SALON DESIGNER

### Career Overview

- Committed and motivated with exceptional customer service and decision making skills.
- Strong work ethic, professional demeanor and great initiative.
- Energetic and reliable Office Manager skilled with working with a diverse group of people.
- Team-player eager to bring strong administrative skills to a growing company in need of top-level support.
- Self-motivated administrative professional with extensive experience overseeing office operations.

### Professional Experience

#### Salon Designer

December 2014 to June 2015 Company Name - City , State

- Essential Duties and Responsibilities but not limited to: Perform hair style consultation in order to decide what services the client needs. Provide services to clients such as shampooing, cutting, styling, coloring and highlighting as desired. Maintain safety standards and cleanliness. Emphasize product benefits and assist clients in the selection of retail products or services for their hair care needs. Maintain a consistent relationship with client base in order to ensure return clients. Pro-actively develop new customers. Attend and participate in continuing education and training in order to follow new trends and techniques. Perform waxing services. Thorough knowledge of hair styles, hair care products and related procedures. Physical mobility, able to stand for prolonged periods of time. Inventory stock and requisition new merchandise. Open and close cash registers, performing tasks such as counting money, separating charge slips, coupons, and vouchers, balancing cash drawers, and making deposits. Ticket, arrange and display merchandise to promote sales. Exchange merchandise for customers and accept returns.

#### Call Center Representative

October 2013 to November 2013 Company Name - City , State

- Determine requirements by working with customers. Answer inquiries by clarifying desired information; researching, locating, and providing information. Resolve problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems. Fulfill requests by clarifying desired information; completing transactions; forwarding requests. Sell additional services by recognizing opportunities to up-sell accounts; explaining new features. Maintain call center database by entering information. Keep equipment operational by following established procedures; reporting malfunctions. Update job knowledge by participating in educational opportunities. Enhance organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.

#### Set-up Processor

January 2013 to August 2013 Company Name - City , State

- Assemble and print submission documents to be moved to Credit Processors. Order appraisals from appropriate Appraisal Management Company, title from the title attorney, subordinations as needed. Complete all QC fields within LOS and Loan Flow and respond to all QC issues as required. Maintain integrity of all data within the loan file and check validity of data on the submitted. Maintain contact with Loan Originators advising them of status of loan package as needed Prepare verifications of employment. Set up and disclose 30-40 loans per month.

#### Sales Associate

October 2012 to December 2012 Company Name - City , State

- Greet customers and ascertain what each customer wants or needs.
- Recommend, select, and help locate or obtain merchandise based on customer needs and desires.

- Answer questions regarding the store and its merchandise.
- Maintain records related to sales.
- Inventory stock and requisition new stock.
- Ticket, arrange and display merchandise to promote sales.
- Clean shelves, counters, and tables.
- Package purchases, and wrap gifts.
- Change Watch Batteries.
- Compute sales prices, total purchases and receive and process cash or credit payment.
- Maintain knowledge of current sales and promotions, policies regarding payment and exchanges, and security practices.
- Demonstrate use or operation of merchandise.

Owner

November 2009 to May 2012 Company Name - City , State

- Essential Duties and Responsibilities but not limited to: Maintained a positive, upbeat atmosphere, while ensuring high customer satisfaction. Established a strong relationship with client base to generate long term business. Performed all marketing for business. Performed accurate monthly inventories of supplies and hair products. Schedule client appointments. Update and maintain customer information records, such as beauty services provided. Counted and documented opening and closing cash amounts daily. Demonstrate and sell hair care products and cosmetics. Keep work stations clean. Stay informed of the latest styles and hair care techniques. Educated clients about products and self-maintenance for healthy hair. Cleaned and maintained the entire salon.

Education

Cosmetology License , Sep 2007 SUNSTATE ACADEMY - City , State , United States

Cosmetology License

Associate of Arts : General Education , Aug 2006 SAINT PETERSBURG COLLEGE - City , State , United States General Education

Languages

Bilingual, Greek and English, oral and written.

Skills

Adobe, attorney, benefits, call center, cash registers, closing, good communication skills, interpersonal skills, oral, consultation, Credit, client, clients, customer satisfaction, database, English, features, Greek, Inventory, Regulatory Compliance, marketing, Excel, Exchange, money, Power Point, Ms Word, policies, problem-solving skills, Processors, Maintain records, reporting, researching, retail, safety, sales, tables, written