

Gabriella Sosa

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Objective

Looking for an energetic environment that challenges me socially and challenges my management skills, and where I can collaborate well with other people. One where I may continue honing my abilities in order to maintain morale within my fellow team members while increasing my knowledge in regard to marketing and upselling a business or individual.

Ability Summary

Strategize for increasing customer return, proficient in Microsoft Office, type at 40+ wpm, can open and close registers properly, write reports, send packages, transfer products between locations successfully, make retail goals by upselling, and proficient in updating payroll systems, as well as various types of spa services and nail treatments, repairs, and additions.

Employment History**Nail Technician**

04/2015 – 02/2017

LifeSpa Reston & Centreville

1757 Business Center Drive

Duties include various types of manicures, pedicures, hydrating spa treatments, attending to guest needs throughout the spa, keeping the spa clean and tidy, upselling higher priced/more luxurious services, scheduling appointments, answering phone calls, confirming appointments, guest check-in/check-out; proficient with SpaBiz. Be knowledgeable about and adhere to rules set by the Virginia Department of Professional and Occupational Regulation.

Membership Sales Team

06/2014 – 08/2015

Title Boxing Club

6228 Rolling Rd.

Duties include opening and closing the club for business hours, selling and maintaining good conversion rate for number of new memberships per week,

maintaining a clean club environment for members, working and collaborating with rest of membership sales team, training new associates, using CLEAR management system, processing shipments and regularly updating inventory. Update regular schedule changes, maintain promotions and marketing throughout the club, attend staff meetings, reaching out to new prospects through regular phone calls and emails in order to get them in for trial class, attend marketing events, opening/closing register, create donation packages for various charities, have a good rapport with both staff and club members.

Shift Manager

08/2013 – 06/2014

Express

2700 Potomac Mills Circle

Oversaw dealings with customer inquiries, complaints, and various store operations. Manage sales associates while on the sales floor in regard to zoning, ringing at cash wrap, recovering, floor sets and dressing mannequins. Handled nightly deposits, emails, closing procedures as well as a similar morning routine. Transferred out damages, handled cash when making change at the bank for registers, held keys for office, file cabinets, the main door, etc. Answered phone calls, built shelves for floor set, replenished merchandise, processed shipment and UPS tracker. Executed weekly promotions, attended managerial meetings, trained newly hired associates, and calculated daily goals for retail stretch goals, conversion, ADS, and gave segment updates.

Receptionist

12/2010 – 04/2013

Red Door Spa

11838 Spectrum Ctr. Dr.

Answered phones, scheduled appointments, attended to guest needs, cleaned areas of spa when/where necessary, upselling products and services, stayed up to date on product knowledge, counted and adjusted inventory, attended company meetings, etc.

Education and Training

-Nails For You Training Academy – Completed training and qualifications for class studies. Currently licensed by the Department of Professional and Occupational Regulation as a Nail Technician. (As of January 2015).

-Virginia Commonwealth University – Completed two+ years (five semesters) of general study and some communications

-Thomas A. Edison High School – Completed four years of IB studies and graduated with an Advanced Diploma in 2010.

Detailed References

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