

# Jia Chen

Marrickville, NSW, 2204

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## Summary

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- Looking for a position in sales and customer service.
- Eager to learn new skills.
- Six years face to face customer service and sales experience.
- Positive and active personality. Enjoys working in a busy and dynamic environment.
- Stays alert and quickly responds to customer's questions. Driven to exceed sales targets.
- Excellent rapport building skills both with customer and your colleagues.

## Experience

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### Nail Technician

Virginia and Tennessee, USA

ALL SALONS:

January 2013 - September 2019

- Responsible for booking customer appointments.
- worked with a team in order to prepare the store for opening and closing.
- Communicated with customers to determine service.
- Responsible for providing pedacure, manicure, artificial nails, and facial wax for customers.
- Maintained a clean and tidy shop daily.
- Upsells service and presents offer for new services and strives to deliver exceptional service and a good relationship with the customers.
- Handles customer complaints and resolves any issues to the customers satisfaction.
- Responsible for taking customer payment and escorting the customers to the front of the store.

## Education

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### Bristol School of Hair Design

Bristol, Virginia, USA

NAIL TECHNICIAN LICENSE

January 2013 - July 2013

## Citizenship

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United States of America

Valid Australia Work Visa (can work with no restrictions on hours)

## Language

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English (Fluent)

Mandarin (Native)