



Madeline Smith

Licensed cosmetologist equipped with over a decade of experience, an expertise in color, and a sharp grasp on social media's role in salon marketing. Experienced leader and manager with a history of sales growth and complaint resolution.

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Professional Experience

Stylist/Assistant Manager

Allure Salon and Spa | August 2016 - Present

- ◆ Supervise 12 other stylists and give feedback on cuts, styling, color treatments, and customer service.
- ◆ Resolve customer complaints with a 70% success rate via phone, in-person, and using social media channels, such as Facebook and Yelp.
- ◆ Track employee hours and submit payroll.
- ◆ Educate clients on spa and hair products and grew sales by 10% in the first three months.
- ◆ Complete inventory using Zenoti software.

Colorist

Toni & Guy, Los Angeles, CA | April 2013 - July 2016

- ◆ Provided state-of-the-art coloring services for all clients with all different hair types.
- ◆ Created a welcoming environment and encouraged individual requests.
- Attended frequent training regarding trends and innovations in color treatment.
- Served as lead colorist for six months while an individual was out on medical leave.
- ◆ Held personal consults regarding color correction.

Hair Stylist

Hollywood Hair Studio, Beverly Hills, CA | June 2010 - April 2013

- Provided a complete range of hair care services for women and men and balanced 2-5 clients per hour.
- Greeted client's, signed them in, and booked appointments via phone calls.
- Sanitized equipment and workstations in accordance with local and state health code.
- Performed facials and unsold aftercare products.

Education

IM Education Cosmetology

Aveda Arts & Science Institute,
Los Angeles, CA
September 2010 - October 2011

MUD Makeup Certification

Aveda Institute, Los Angeles, CA
March 2017

Key Skills

- Time Management
- Customer Service
- Social Media
- Styling Services
- Beauty Consultations
- Salesmanship