



Taylor Worrell

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Skills

Computer Skills

Microsoft Office Suite
Adobe Creative Suite
Microsoft Windows
POS Troubleshooting
Social Media Engagement

• People Skills

Outstanding Customer Service
Interpersonal Communications
Delegates Responsibility Effectively
Identifying and Solving Problems
Individual or Team-Oriented Focus

• Sales Skills

Sales-Driven Service
Informational Sales Approach
Marketing and Merchandising
Prescriptive Retailing
Results-Oriented Goals

Employment

June 2006

TARGET	
Service Desk Cashier June 2006 to June 2008	
Advanced from Cashier to Service Desk Clerk in six months of employment. Gained an advanced understanding of POS system while efficiently processing customer transactions in a busy, fast-paced retail environment. Elegantly handled customer returns: maintained PCI compliance, escalated issues over the telephone or to management, and appropriately labeled and restocked products. Participated in a cross-functional roles throughout the store: pharmacy cashier, retail stock replenishment, and greeting.	

SUPERCUTS

Stylist

June 2008 to March 2009

Responsible for the cutting and styling hairs. Welcomed and greeted clients in a warm professional manner. Put people at ease by listening to their concerns and providing consultations with hair style decisions. Advised customers on dos and don'ts regarding hair welfare. Demonstrated products on clients to establish healthy sales channels. Established techniques and processes to increase the speed and quality of haircuts. Maintained a professional and clean salon-area.

Great Clips®

Stylist

March 2009 to October 2010

Welcomed and greeted clients in a warm professional manner. Put people at ease by listening to their concerns and providing consultations with hair style decisions. Performed haircut, styling, and up-dos. Advised customers on dos and don'ts regarding hair welfare. Analyzed clients' hair and other physical features to determine and recommend hairstyles or suggest follicle-based treatments. Completed store opening and closing procedures unassisted after 90 days. Ran financial errands to support continued operations.

SportClips® HAIRCUTS

Stylist

October 2010 to February 2012

Responsible for the cutting and styling hairs. Established techniques and processes to increase the speed and quality of haircuts. Continuing education through a series of intra-company training sessions. Increased my "attention to detail" in haircuts by performing followups with select clients. Enhanced customer experience by way of improved communication skills. Arranged, handled stock, and provided educational information of products to clients. Became the go-to person for POS issues. Completed store opening and closing procedures unassisted after 120 days.

Thunder Cuts

Stylist

March 2012 to October 2012

Performed haircut, styling, and up-dos. Completed store opening and closing procedures unassisted after 60 days. Welcomed introduced customers to the self serve POS kiosk. Responsible to give information on how to care of clients' hair. Advise customers on dos and -don'ts regarding hair welfare. Put people at ease by listening to their concerns and providing consultations with hair style decisions. Analyze Clients' hair and other physical features to determine and recommend hairstyles or suggest beauty treatment.

SportClips® HAIRCUTS

Assistant Manager

October 2012 to Present

Asked to return as assistant manager for a new store. Assisted in the opening of a new location via cleaning, marketing, and stocking of the salon. Responsible for the cutting and styling hairs. Ongoing education regarding the topics of customer service, sales tactics, and quality of standards at annual management summit. Answered the queries of the clients with regards to latest hairstyles and suggest styles that may fit the customer's taste. Identifying and correcting training issues. Exceeded the \$1 per customer minimum in product sales.

Testimonials

"After the first year of Taylor cutting my hair I can't see myself going to anyone else! Thanks a ton, Taylor!"



Josh Thompson
Client Manager



Evin Marie Revello
Developer

"Taylor's fresh style and approach make working with her a snap! Her design skills have saved me hours of time!"



Bruce Tworek
Manager

"Taylor takes an ownership-style of approach which has a direct affect on every ones sales numbers. She has personally saved the weekly sales goals on numerous occasions."