

## Overview

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I have a strong background in the pet industry and have a passion for delivering exceptional service for animals and their families. My background in customer service, retail and extensive experience as a senior pet groomer prove that I am a versatile employee who knows the needs of clients and animals. I pride myself on delivering a high level of customer service and I have experience handling and working with a variety of animals in different roles. I have a high attention to detail in my work and have a strong drive to succeed.

I am looking for the next step in my career in a role where I can continue to use my passion for animals and customer service while also learning new skills and contributing to a high performance team.

## Key Strengths

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- Exceptional customer service
- Exceptional English, both written and verbal and experience in high volume customer environments.
- High emotional intelligence and ability to manage customer expectations and business outcomes.
- Thrive in an results driven environment, responding to and exceeding KPIs. I am self motivated, disciplined and I have a high sense of personal responsibility.
- Ability to learn skills quickly, constantly seeking guidance and feedback for continuous improvement.
- High level computer skills including the Microsoft suite, several CRMs, POS applications and various web based communication and task management programs.
- Fluency with web-technologies and internet literacy.
- Able to work well in a team and also individually.

## Career History

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**Retail and Grooming Salon Manager**  
The Fur Salon by Rufus & Coco

April 2019- Present

### **Achievements and key responsibilities**

Establishing a new salon as the vanguard retail space for a well known pet supply brand. This includes design and project managing the fit out of the space in line with workplace safety requirements, branding guidelines and functionality. I wrote the SOP and employee handbooks for managing the customer journey including designing forms and automated notifications, retail area management, stock management, sales and client management. I was instrumental in setting up and managing an integrated cloud based application to manage booking and point of sale functions.

**Salon Manager**

July 2017 - April 2019

Petbarn Neutral Bay

## **Achievements and key responsibilities**

I am extremely proud of bringing this low performing salon to be one of Petbarn's highest performing salons in the country. I provided end to end training for beginner groomers who progressed, under my guidance, to managing their own successful salons.

My other key tasks included:

- Grooming to a high standard of customer satisfaction
- Managing and training a team of groomers
- Salon maintenance and cleaning
- Ordering and maintaining equipment
- Assisting customers with a range of products and services

## **Pet Groomer**

August 2012 - July 2017

Macarthur Vet Group

## **Achievements and key responsibilities**

- Maintaining high levels of customer service
- Handling and grooming of a range of animals
- Experience in a range of breed clips
- General cleaning and clinic maintenance
- Assisted with vet nursing duties

## **Retail assistant**

July 2013 - April 2014

Adairs Penrith

## **Retail Assistant**

November 2010 - June 2012

GAME: Narellan, Casula, Campbelltown and Liverpool.

## **Retail Assistant**

January 2009 - April 2010

Outdoors First Warrawong

## **Animal Attendant**

September 2007- September  
2008

Mount Annan Vet Clinic, Mount Annan.

## **Education**

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**2016** - Completed Bachelor Science (General Biology) at Western Sydney University.

## **References**

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**Lauren Godfrey** - Marketing manager at Rufus & Coco  
0413 028 747

**John Cink** - Store Manager Petbarn Neutral Bay  
0418 161 396