

# Karla Tolentino

## Details

0412113336

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## Skills

HTML/CSS/JavaScript

Ruby

Microsoft Office Suite

Adobe Photoshop

Adobe Lightroom

Adaptable

Building Rapport

Leadership and Teamwork

Dependable and reliable

Initiative and Problem-solving  
Abilities

Keen eye for detail

Excellent communication skills;  
written and verbal

## Hobbies

Video games

Travel

Concerts

Socialising with friends

Photography

Reading

## Profile

Aspiring Developer undertaking a Web Development Boot Camp starting in October 2020. I am looking to build and utilise my developer skills in a challenging, collaborative and inclusive environment while gaining valuable IT industry experience.

Experienced Barber with a demonstrated history of working in the service industry. Skilled in Professional Men's Hairdressing, Customer Service, Computer Literacy and Relationship Building with an eye for detail.

## Education

**Diploma of Information Technology, Coder Academy, Melbourne, Australia**

OCTOBER 2020 – PRESENT

**Certificate III in Barbering, Kangan Institute, Melbourne, VIC, Australia**

DECEMBER 2018

SHB30516 Achieved through Australian Apprenticeship Arrangements

## Employment History

**Senior Stylist/Barber, Kings Domain Barbershop, Melbourne, VIC, Australia**

MAY 2018 – PRESENT

### Tasks

- Maintained a close rapport with new and returning clients; experience working with high profile clientele within a busy and bustling city shop
- Educated clients on proper hair grooming and maintenance
- Demonstrated excellent team work and established strong relationships with colleagues

### Achievements

- Participated in the American Crew All-Stars Competition with entry being published in the competition booklet

**Senior Barber, Stage IV Barbers, Docklands, VIC, Australia**

AUGUST 2019 – JUNE 2020

### Tasks

- Provided excellent communication in client consultations to achieve desired style; assessed client's needs and expectations for a personalised look
- Executed a variety of hair services with careful precision and detail; services include haircut and styling, eyebrow trims, beard reshaping and wet towel shaves
- Experienced in ordering and replenishing stock
- Maintained a clean, sterile and welcoming environment

### Achievements

- High client retention within first three months of employment
- Achieved a pay rise within the first six months of employment due to high performance

**Barber Apprentice, Kings Domain Barbershop, Melbourne CBD, VIC, Australia**

NOVEMBER 2016 – MAY 2018

- Fulfilled admin and reception duties; greeted clients, handled emails and phone calls, coordinated and scheduled appointments and ensured client's needs were met
- Provided excellent customer service; assisted with enquiries and offered appropriate styling products for clients
- Maintained cleanliness of the shop; organised all work areas and ensured all tools and equipment were properly cleaned, sanitised and in good working condition
- Offered basin service for clients; shampooed and conditioned hair while performing head massages
- Purchased and maintained shop supplies; adhering to the company budget and policies

### **Team Leader, Boost Juice, Galleria Melbourne, Melbourne CBD, VIC, Australia**

SEPTEMBER 2015 – MAY 2017

#### Tasks

- Delivered excellent customer service; handled customer enquiries
- Responsible for the training and supervision of staff; allocated duties within a fast-paced working environment
- Organised team-building activities
- Served products of high quality and standards for customer consumption
- Maintained professionalism under pressure
- Handled stock control and ordering

### **Extra-curricular activities**

#### **American Crew All-Stars Competition Participant, Kings Domain Barbershop**

FEBRUARY 2019

### **References**

References available upon request