

REGINA FINCH

Ferndown , Dorset BH220DU | 07446460646 | imonicar@gmail.com

SUMMARY

I love helping people and teaching them new skills which can help them to deal with their problems, overcome their obstacles and help them to understand their feelings and emotions better. I am very good at creating a safe and confidential environment.

EXPERIENCE

03/2018 to 03/2020

Beauty Therapist

Self employed - Wimborne , Dorset

- Delivered high-quality manicures, pedicures and facial treatments.
- Grew client base by building maintaining relationships with clients.
- Communicated with clients between treatments to deliver consistent customer service.
- Delivered range of spa treatments, including facials, massages and waxing.

02/2011 to 05/2012

Project Manager

Rio Tinto - Tashkent , Uzbekistan

- Delivered presentations and briefings to senior teams and incorporated changes into project workflows.
- Built collaborative working relationships with project teams.
- Drafted policy documents in collaboration with stakeholders and managed vendor contracts by assigning tasks and communicating deliverables.
- Applied successful project management techniques to enable project delivery within budgetary and time constraints.

02/2010 to 02/2011

Personal Assistant

Amir Mineral Company - Tashkent , Uzbekistan

- Screened incoming telephone calls and PR enquiries, directing them through appropriate communication channels.
- Generated reports using Microsoft Excel spreadsheets.
- Documented and shared weekly meeting minutes.
- Generated and distributed invoices to obtain fee payments.
- Answered inbound telephone calls promptly, directing clients, vendors and general queries to relevant teams.
- Organised personal and professional calendars, including reminders and updates for upcoming meetings and events.
- Ran errands, including shopping for groceries and collecting dry cleaning.
- Performed background research for special projects.
- Processed and distributed incoming correspondence to relevant staff, facilitating team communication.
- Established strong professional relationships with personnel at multiple levels whilst remaining flexible to take initiative and meet tight deadlines.
- Edited and finalised letters before distribution to check for clarity and accuracy.
- Acted as second set of eyes and ears to pre-empt employer needs and requirements.
- Gathered and compiled relevant information and materials to facilitate adequate briefing to employers prior to meetings.

07/2007 to 01/2010

Beauty Consultant

Mary Kay - Tashkent , Uzbekistan

- Continuously met or exceeded monthly sales targets by proactively upselling, approaching customers, providing expert advice and delivering a friendly approach.
- Recommended appropriate products for clients based on preferences, skilfully upselling where necessary.
- Advised customers on appropriate skincare routines based on client's skin type.
- Maintained extensive knowledge of large beauty range to provide product specifications, pricing, availability and other details to customers when required.
- Created beauty plans for clients, developing based on skin type, tone, shape and personal preferences.
- Applied a wide range of beauty looks on clients to help sell products and upsell additional items.
- Processed beauty product payments and provided gift wrapping services when requested.
- Assisted customers in product selection processes, making recommendations based on deals, requests and client budgets.
- Applied make up for photoshoots and special events.
- Threaded eyebrows to flatter client face shapes.
- Coached and developed junior beauticians to improve team capabilities.
- Built positive relationships with guests to grow loyal, profitable client bases.

07/2007 to 04/2009

Supervisor at the reception desk

Tashkent international Medical Clinic - Tashkent , Uzbekistan

- Trained staff to review and reconcile daily transactions to apply best management practices.
- Developed professional relations with company employees of organisation to enhance trust and reliability.
- Equipped staff with knowledge and skills to reach company targets, coaching and mentoring new joiners and under performing employees in best operational practices.
- Displayed proactive problem-solving and query-resolution skills to provide superior customer service.
- Trained staff in till management practices including reviewing and reconciling daily transactions.
- Performed keyholding responsibilities to guarantee timely opening and closing of store.
- Monitored compliance with workplace policies and safety objectives.
- Strategically delegated tasks throughout multidisciplinary team to yield maximum productivity.
- Safeguarded timekeeping and personnel documents to maintain accurate records.

05/2005 to 07/2007

Receptionist/Cashier

Tashkent International Medical Clinic - Tashkent , Uzbekistan

- Offered outstanding hospitality throughout client visits, aiding positive customer experiences and loyalty.
- Captured and processed client information, entering data into online systems for wider company use.
- Filed and maintained invoices, customer records and other paperwork to

facilitate ease of retrieval.

- Directed clerical tasks, including copying, faxing and file management.
- Welcomed guests and clients in friendly, positive manner.
- Processed and distributed incoming correspondence to relevant staff, facilitating team communication.
- Met incoming customers with professional approach and provided friendly, knowledgeable assistance.
- Answered and directed incoming calls to relevant staff members using multi-line telephone system.
- Maintained clean and orderly reception area to impress and welcome visitors.
- Organised and updated weekly schedules and monthly calendar obligations for various levels of management and junior staff.
- Processed credit card orders and reconciled receipts against credit card statements to support month-end closing.
- Booked conference rooms and meeting spaces, coordinating supplies and catering for company events.
- Helped to enforce policies and procedures, proactively addressing issues with management.
- Handled incoming telephone calls, taking accurate messages and relaying to personnel to support timely communication.
- Handled database updates and digital file management aligned with data security and integrity requirements.

**03/2023 to I currently
work here**

Hypnotherapist

Self employed - Ferndown, Dorset

- Thrived in fast-paced environment with energy and enthusiasm.
- Identified issues, analysed information and provided solutions to problems.
- Managed complaints with calm, clear communication and problem-solving.

SKILLS

- Good listener
- Problem solver, focus on solutions
- Good at teaching people new skills
- Creating positive and calm energy
- Motivator

EDUCATION

02/2021 to 11/2022

Prince's Trust Level 3 Diploma: Hypnotherapy and Introduction to Counselling Skills
Chrysalis Not For Profit Ltd. - Southampton , United Kingdom

03/2020 to 03/2020

Beauty therapist ABT Accredited : Manicure, Pedicure, GelUV polish, Andanced Waxing
Nail and Beauty Co - Bournemouth , Dorset

03/2018 to 09/2018

Autism awareness : Autism
National Autistic Society Early Bird Course for Pa - Wimborne , Dorset

07/2017 to 08/2017

Autism sensory : Understanding autism and sensory
NHS course for parents - Poole , Dorset

05/2004 to 05/2005

Language courses : English language
Tashkent school of languages - Tashkent , Uzbekistan

09/1994 to 05/2003

GCSEs: English, Maths
High School - Andijan/Tashkent , Uzbekistan

06/2000 to 09/2000

Professional photo model: Modeling
"Figaro" Professional Model School - Tashkent , Uzbekistan

LANGUAGES

Russian: First language

English: C2

Proficient