**Amelia Staber**

**Agawam, MA**

[**amelia.staber@gmail.com**](mailto:amelia.staber@gmail.com)

**(978) 399-4965**

**WORK EXPERIENCE**

**Sales Associate Moodz Day Spa**

**March 2018 to Present**

Checking clients into our system and helping them with any questions or needs Making appointments

Call center ie. incoming and out coming calls, confirmation calls and system Organizing the Salon and front desk

**Inventory of retail Manager Elements Massage**

**May 2017 to March 2018**

Managed employee schedule, oriented new staff Sales of massage packages and memberships Managed customer service and staffing issues

**Front Desk Lead/Sales Associate**

**Elements Massage**

**October 2015 to October 2017**

Front desk customer service answering phones, explaining services and scheduling appointments for clients

Sales of massage packages/memberships, achieved monthly bonus for reaching goals

Demonstrated excellent communication skills and customer service

Proficient in Mind Body Online (MBO- electronic client data base) and Intelli- Hub

Problem solving client issues/concerns and follow through of requests

**Manager**

**Jo Anderson Modeling & Talent**

**September 2013 to September 2013**

Talent agency where industry contacts were used to arrange for auditions for the actors/models represented by the agency.

Managed front office operations for small office - staff of three

Extensive client contact by telephone and during in-person interviews and workshops

Recruitment and sales of modeling services by answering client queries, scheduling bookings and portfolio Head Shoots.

Manage company website and social media presence for branding, advertising and client outreach

Conduct monthly training workshops for models. Taught Professionalism

Maintain digital and hardcopy records of client's portfolio head shots

Intern

**Jo Anderson Modeling & Talent**

**August 2012 to August 2012**

Scheduled client appointments, Promotional Events, Filed all agency documents and correspondence

**EDUCATION**

**Littleton High School - Littleton, MA June 2012**

**Surgical Center Escort, Fitness Center 2011**

**SKILLS**

**55 WPM (Less than 1 year), EXCEL (Less than 1 year), MICROSOFT OFFICE (Less than 1 year), MS OFFICE (Less than 1 year), OUTLOOK (Less than 1 year)**

**ADDITIONAL INFORMATION**

**SKILLS Proficient in Microsoft Office applications (Word, Excel, Outlook, and PowerPoint), Keyboard 55 wpm**

**Strong interpersonal communication and customer service skills and able to work independently and multitask.**