



PROFESSIONAL EXPERIENCE

Sales experience in a salon setting with customer services, client management and surpassing performance targets. Highly skilled at creating new relationships and maintaining strong customer relations to generate repeat business. Experienced in increasing revenue by identifying and fulfilling customer needs through exceptional customer service. Used effective sales techniques and product knowledge to sell nail products with distinctive benefits. Known for being friendly, outgoing, and resourceful with strong listening skills and the ability to ask the right questions to quickly diagnose problems.

WORK EXPERIENCE

September 2022 - March 2023

Evolution Nail Spa | Round Lake, IL, USA

Nail Technician

- Identified clients' needs and recommended products and services that will meet those needs.
- Upselling by suggesting additional products and services to clients that may enhance their experience or address additional needs.

January 2022 - July 2022

Colegio CEU San Pablo | Madrid, Spain

Teacher Assistant

- Utilized curriculums to evaluate the students each term for different levels of proficiency.
- Initiated, facilitated, and moderated classroom discussions.
- Strengthened analytical and time management skills while lesson planning.

December 2019 - October 2021

Colegio Zola Villafranca | Madrid, Spain

Communication Skills Teacher

- Constructed, organized and provided lesson plans that followed the curriculum.
- Assessed individual students' level of English speaking and comprehensive abilities.
- Use technology to develop interactive teaching activities.
- Established successful classroom management techniques which created a positive learning environment by promoting student accountability.

April 2018 - December 2018

20+tres | Madrid, Spain

Nail Technician

- Utilized active listening skills to understand clients' concerns and provide personalized recommendations.
- Good product knowledge, understanding the salon's products and services, including their benefits, ingredients, and how they work.

LANGUAGES

- English - Native
- Spanish - B1.2
- Vietnamese - Bilingual Proficiency

SKILLS

- Microsoft Office (Word, Excel)
- Microsoft Powerpoint
- Computer Skills
- Critical Thinking
- Communication Skills
- Interpersonal Skills
- Organization
- Leadership
- Teamwork
- Time Management
- Problem-solving Skills

EDUCATION

Up International Education - December 2019
Teaching Assistant Program

TEFL Certificate (Teaching English as a Foreign Language) - January 2019
Accredited by IATQuO and completed with TtMadrid (www.ttmadrid.com)

College of Lake County - June 2013
Associate's degree

Tricoci University of Beauty Culture - December 2014
Professional training of cosmetology and product sales