

Esther Guardado

Customer Service/Office Assistant/Data Entry

Los Angeles, CA 90026

eguardado5_uav@indeedemail.com

(805) 806-0070

Over 18 years of Customer Service/Data Entry experience and seeking Full-time employment.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Stylist

Rudy's Barbershop - Studio City, CA

September 2016 to Present

- * Demonstrate reliably high-quality technical skills and build and maintain a well-served repeat clientele.
- * Work to make sure that every client walks away from your shop with the best possible customer service and Rudy's brand awareness.
- * Attend regular education classes to improve upon current technical skill set.
- * Support fellow stylists by sharing positive knowledge and experience.
- * Encourage an exciting, productive working environment that helps spread our brand while working closely with the Front Desk Ambassadors and Managers.
- * Support growth and accountability with shop goals.

Stylist/Keyholder

SportClips - Burbank, CA

January 2014 to October 2016

- * Providing excellent customer service through the SportClips' 5-Step All-Star Cutting system.
- * Cutting and styling hair in a Sport focused men and boys Barbershop.
- * Maintaining salon cleanliness, staying current on hair trends, product knowledge, and upselling products and services.

Stylist/Keyholder

Great Clips - Lakewood, CA

September 2011 to January 2014

- * Providing excellent customer service through the Great Clips' 5-Step Customer Connection Cutting system.
- * Cutting, styling, and chemical processing (permanent waving) the clients' hair.
- * Created repeat business by developing long-term relationships with regular customers.
- * Opened and closed the store, which included counting cash drawers and making bank deposits.
- * Stock products and supplies, balance register, and maintain salon cleanliness.

Key Holder

Harry and David - Pismo Beach, CA

September 2004 to June 2011

- * Offered exceptional customer service to differentiate and promote the company brand.
- * Helped customers select products that best fit their personal needs.
- * Opened and closed the store, which included counting cash drawers and making bank deposits.
- * Balanced the needs of multiple customers simultaneously in a fast-paced retail environment.
- * Maintained visually appealing and effective displays for the entire store.

Accounting Clerk I

Oceano Community Services District (OCSD) - Oceano, CA

October 2008 to September 2009

- * Assist customers, answer phones, process utility payments, reviews invoices, bills, vouchers, or other documents for corrections before entering into records.
- * Sorts and files documents, and performs calculations.
- * Assist in bi-monthly Board agenda preparation.

Education

B.A. in Film & Media Studies

Arizona State University - Tempe, AZ

2015

Certificate

SLO Beauty College - San Luis Obispo, CA

2011

Certificate

Cuesta College - San Luis Obispo, CA

2008

Skills

- Customer Service
- Team Lead
- Hair Styling
- Makeup Application
- Photography
- Spanish
- English

Certifications and Licenses

Cosmetologist

April 2011 to Present

CA Cosmetology License