**RESUME**

**Surname:** Anthony

**Name:** Rose Marie

**Other Name:** Nicola Jovanie

**Nationality:** Mauritian

**Date of Birth:** 24th August 1975

**Address:** Unit 1, 19 James Street, Pakenham, VIC 3810

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***Summary***

I am a self-motivated person, hardworking hair stylist with a pleasant personality and a passion for hairdressing. Open to learning new skills and techniques whilst at the same time advising clients on hair care, recommending products and providing technical assistance to colleagues.

Having a proven, ability to give an outstanding client experience and to build a loyal, quality client base on the responsibility for improving the appearance and well-being of customers. Ensuring they are happy, comfortable and know what is occurring throughout the time with the salon.

As part as a team, I take enormous pride in my work and opportunity to build on and develop my existing skills with a forward thinking attitude and a will to assist me in achieving my career goals and succeed to the highest level in any challenge that is presented to me.

I have excellent interpersonal skills and I am an extremely efficient and productive team member with the ability to follow direction and work under little to no supervision. I have an extremely good knowledge and always adhere to safe work practices.

***Personal Skills***

* Patience
* Talented
* Self-Starter
* Creative Hair

***Key Skills and Competencies***

* All round stylist that can cut, style and colour
* Aware of the latest trends and techniques
* Knowledge of the day to day running of a hair salon
* Good all round skills in both cutting and colouring
* Personable, enthusiastic and customer focused
* Having a broad range of hair stylising and colouring experience
* Ability to work to the highest standards and in a fast paced busy salon.

***Education & Qualifications***

**2013 Cambridge International College of Melbourne -** Bachelor in BusinessManagement

**2012 Baxter Institute -** Diploma in salonManagement

**2012 Baxter Institute -** Certificate IV in BusinessManagement

**2011 Baxter Institute -** Diploma in Hairdressing Salon Management

**2009 - 2010 Baxter Institute -** Certificate III and IV in Hairdressing Salon Management

2008 Completed MQA Course on Self Exploration Workshop.

2007 Completed MQA Assessment Course on Internal Auditing Techniques in MS ISO 9001: 2000

2007 Completed MQA Assessment Course on Preparing for MS ISO 9001: 2000.

2004 Completed course on Demand Reduction Integrated Programmed on Prevention against Drug-addict.

2003 Completed the Fire Awareness Training Session.

2000 Completed the Awareness Course on ISO GUIDES 25.

1999 Completed the US Market Textile Testing Accreditation Course.

1995 Completed the Computer Examination Word Processing Intermediate at the Pitman Examination

Institute of London Institute England.

1995 Completed the Computer Examination Word Processing Intermediate.

1994 Completed the Computer Examination Word Processing Elementary.

1993 Complete the School Certificate University of Cambridge and General Certificate of Education

Examination (Equal to Year 12)

**1991** Complete the Internal Examination of Form Four (Equal to Year 11)

1987 Complete the School Certificate of Primary Education Examination.

***Employment History***

**March 2013 – May 2016 Work as Hairdresser – Hair Tweeter Body Image Salon**

(Sponsorship Full time Hairdresser)

* + - Male, Female and Children haircut.
    - Using fingers, combs, barber scissors, hair waving solutions and other accessories.
    - Hair ups and Basic Styling.
    - Straightening, Styling, Cutting, Colouring, Treatment and Wearing hair with chemical solutions.
    - Welcoming customers & talking to them about their requirements.
    - Providing a first class professional hairdressing services to valued clientele.
    - Giving homecare & also hair care advice to customers.
    - Conditioning, bleaching, permanent waving, tinting and Straightening hair.
    - Communicating with all types of customers, listening to their needs.
    - Supporting other salon members with their duties.
    - Studying a client’s facial features and then advising them on the best hair style.
    - Keeping the salon products and services to meet and exceed sales targets.
    - Educating clients on products which could lead to sales and also clients satisfaction.
    - Promoting re-booking and loyalty in clients.

**June 2012 - December 2012 Work as Hairdresser – Hair Tweeter Body Image Salon**

* + - Prepare Clients for Salon Services
    - Provide Service to clients.
    - Maintain and organize work area
    - Maintain Tools and Equipment’s
    - Perform head, neck and shoulder massage

**February 2010- April 2012 Voluntary work as Hairdresser – Baxter Institute**

* + - Prepare Clients for Salon Services
    - Provide Service to clients.
    - Maintain and organize work area
    - Follow personal health and safety routines at work
    - Maintain Tools and equipment
    - Apply single, two & three strand braiding techniques
    - Perform head, neck and shoulder massage
    - Consult with clients, treat hair & Scalp conditions
    - Apply safe working practices

**February 2004 - March 2008 Work as Hairdresser – Sylvio Hair Salon (Mauritius)**

* + - Prepare Clients for Salon Services
    - Provide Service to clients.
    - Maintain and organize work area
    - Maintain Tools and equipment
    - Perform head, neck and shoulder massage

July 2002 - February 2004 Work as Quality Controller & Auditor - PIM Ltd (Plastic Industry

Mauritius Limited)

* Acknowledge complaints from Customer,
* Verify defective return products from Customer,
* Acknowledge problem to the Managing Director,
* Calibration of scales,
* Take the necessary action to avoid against the problem,
* Inform the customer for the appropriate action taken,
* Day to day sample check on finished plastic products,
* Preparing the monthly reject report of products,
* Preparing the weekly plastic production meeting plan report,
* Perform the Internal Audit of each department.

June 1998 - July 2002 Work as Laboratory Technician - Société Général de Surveillance South

Africa in Mauritius

* Handling and answering telephone enquiries,
* Preparing textile samples for testing,
* Doing washing, Water, transpiration, Pilling, Light, tearing test,
* Doing assessment of report,
* Steaming,
* Assessment of color tests,
* On textile samples,
* Prepared report for customer.

Referees

Michael W. Houlihan Twina Tuia

Retired Lawyer Customer Adviser Sales

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