

# JANE SMITH

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## COSMETOLOGY GRADUATE SEEKING ENTRY-LEVEL POSITION/INTERNSHIP

### SUMMARY OF SKILLS

A highly enthusiastic, creative, and results-driven Cosmetologist possessing formal education and training, a passion for excellence, and related sales, reception, and customer service experience. A performer, accustomed to working under fast-paced, high-volume, time-sensitive conditions. Team-player/team-builder acknowledged for the propensity to develop and maintain solid relationships with co-workers, customers, and management, control multiple responsibilities simultaneously, proactively resolve issues, and consistently meet and exceed established goals and objectives. Quick learner with capacity to easily grasp, apply, and present new ideas, concepts, and method. Strong interpersonal, organizational, analytical, and relationship-building skills. Excellent written, oral, technical, and artistic aptitude.

### CORE STRENGTHS

- *Design Planning/Execution*
- *Brand Promotion/Awareness*
- *Front Desk Reception*
- *Appointment Setting*
- *Consumer Loyalty/Retention*
- *Sales/Business Development*
- *Team-Building & Coaching*
- *Quality Assurance/Control*
- *Customer Service Management*
- *Profit/Quota/Goal Attainment*
- *Administrative/Staff Support*
- *Inventory Ordering/Monitoring*

### DESIGNATIONS

- Currently Pursuing a Cosmetology License Through The Texas Department of Licensing and Regulation  
Written Exam: Passed August 2009; Practical Exam: Scheduled Winter 2011

### EDUCATION

**Cosmetology Operator Certificate of Technology** - San Jacinto Community College, Houston, Texas  
**Pasadena Memorial High School** - Pasadena Texas; Graduated: May 2007

### RELEVANT COURSEWORK

- Advanced Cosmetology Techniques
- Advanced Hair Design
- Advanced Haircutting & Related Theory
  - Applications of Facials/Esthetics Technology I
  - Artistry of Hair Design I & II
  - Chemical Reformation & Related Theory
  - Fundamentals of Cosmetology
  - Introduction to Haircutting Related Theory
  - Orientation to Cosmetology
- Principles of Hair Coloring & Related Theory
- Principles of Skin Care
- Salon Development

### PROFESSIONAL EXPERIENCE

**ABC Company**

**Any Town, USA**

**May 2008 - Aug. 2011**

*Photographer/Sales Associate/Receptionist*

- Performed a wide variety of administrative/clerical duties including filing, faxing, mail processing, and equipment/supply management; handled large sums of money.
- Provided exceptional service to the public; greeted visitors, handled multiple incoming telephone lines, answered inquiries, and booked appointments.
- Professionally presented and successfully upsold services/products to maximize gross sales; required to meet various sales goals through suggestive selling.
- Effectively communicated with clients, staff, and management and conferred with customers to resolve problems.

#### **Selected Accomplishments:**

- Maintained excellent customer service skills and a proven record as a top sales performer.
- Worked independently and resolved issues autonomously.
- Excelled in a fast-paced, high activity, team-oriented environment.
- Developed tremendous interpersonal skills; easily relate with all types of clients, co-workers, and management.
- Proven track record in outstanding communication, customer service, ethics, compliance, leadership and personal performance.