

Curriculum Vitae

Female

D.O.B. 25 December 1987

Number of years working in industry:

17 years 4 months



Candidate ID Number: 149267

Nationality: Pakistani

Language Skills:

Fluent: English, Urdu, Arabic

Basic: French

Permitted to work in: Pakistan, Saudi Arabia

Position Sought: Regional Senior Manager, Salon Manager, Area Sales Representative, Retail Professional, Membership Sales Professional

Personal Statement

Dedicated and experienced professional with 14 years of experience in multiple positions in Salon industry with a passion for delivering exceptional customer services and optimizing salon operations. Proven record of accomplishment of overseeing day-to-day activities, managing staff, and implementing strategies to enhance the overall client experience coupled with company growth. Seeking a challenging role to contribute my skills and expertise to a dynamic salon and related industries.

Employment History:

October 2008 - Present - Salon Manager at (most recent employer hidden for confidentiality) AlKhobar , Saudi Arabia, (High Street Salon)

Duties included:

- Oversaw daily salon operations, including staff management, scheduling, and inventory control.
- Organized and managed the sales team to achieve the required sales targets.
- Calculates sales forecasts for newly launched products and services.
- Implemented customer service training programs, resulting in a 90% increase in client satisfaction scores.
- Streamlined appointment booking processes through the implementation of an efficient scheduling system.
- Managed a team of AlNafea salon professionals, providing coaching and support to enhance performance.
- Collaborated with the marketing team to develop and execute promotional campaigns, resulting in increased salon bookings.

Worked on more than one sales and service project at a same time.

Communicated with clients and merchants to improve and develop business relationships cordially, in addition to maintaining constant follow-up on their feedback.

Responsible for contacting of prospective buyers.

Maintained good quality customer service at all times.

Interacted with customers and co-workers in a friendly, cooperative and pleasant manner.

Ensured customer service standards are upheld when on the sales floors.

Verify the sales and purchase orders placed, transport invoice documents and lease contract documents of the organization.

Helped in resolving critical issues related to sales, and escalated important matters to upper management.

Prepared client surveys for sales projects - Evaluated several areas of improvements in current sales techniques.

Preparing and maintaining accurate payroll records of employees.

Preparing account balance reconciliations and producing payrolls for hourly paid employees.

Handling monthly and quarterly closing activities and maintaining time and attendance records of employees.

Checking and auditing timekeeping records as well as maintaining accrual records for pay with leaves.

Data entry and preparing of payroll reports in compliance with the established standards.

Entering records of new hires into the payroll system and performing data maintenance of employee benefits accounting.

Handling of all areas of payroll related tasks such as payroll accounting reconciling.

Calculate the daily salary calculations keeping in mind in all elements of personal cost deductions for the employee and submit

the final monthly amount to the accounting and human resource departments of the company.

Products worked with:

Loreal,Kerastase, Wella,Goldwell,KevinMurphy,Nashi,Farmesi,Esie,

Orly,LCN,Alessandro,O.P.I,Thalgo, Guinot, Ella bache,phytomer,Cassiere

Education and Qualifications:

2020

Certificate

Sales & marketing Techniques and skills

2020 Udemy

course

Sales Techniques Skills Course

2007 Virtual University of Pakistan

Product Training:

January 2015 L'Oréal, Kerastase ,Goldwell,Wella,Kevin Murphy,Nashi, Thalgo, Brazilian blowout,Sebastian,Kerarganic,Essie,Orly,LCN,Farmesi, Alessandro,O.P.I
L'Oréal Academy,MADI intl. Acadmey
Kadoon Academy

Vocational Qualifications

- Exceptional listener and
- communicator who effectively
- conveys information verbally and in writing.
- Amicable in nature.
- Efficient and Cooperative.

COMPUTER SKILLS:

Exceptional skill in Microsoft Office product like Microsoft Word, Excel, PowerPoint, Outlook

- Salon Iris (software)
- Fresha (software)

Hobbies and Interests

Traveling , Interior designing , DIY,Painting,Reading

CV created at www.spastaff.com

