

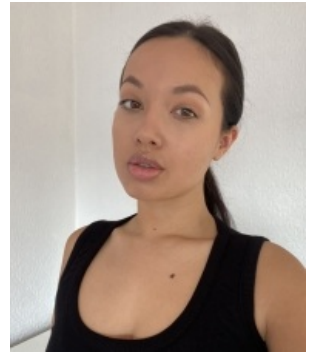
Curriculum Vitae

Female

D.O.B. 14 May 1995

Number of years working in industry:

10 years 8 months



Candidate ID Number: 86575

Nationality: British

Language Skills:

Fluent: English

Permitted to work in: UK - United Kingdom

Position Sought: Spa Consultant, Receptionist

Personal Statement

I currently work full time for an online retailer, however, I recently decided I wanted to take a different career path and fulfill my dreams of becoming a full time beauty therapist. I have just recently got my diploma for facial massage and exfoliation, which I qualified for in Manchester this month. I want to still further develop my beautician skills and expand my knowledge as well as building up a good clientele.

I strongly feel all my relevant skills and experience would really benefit myself and the spastaff as I am able to quickly adapt to new people and environments.

I am always willing to learn more and put in the hard work when necessary to complete any tasks at hand.

I am fully flexible and would love to be considered for the following role to further pursue my dreams as a beautician.

Seeking work in national locations

Employment History:

January 2020 - Present - Order processor at (most recent employer hidden for confidentiality) Aintree, UK - United Kingdom, (Product Company)

Duties included:

- Quality Control.
- Identify new orders, using dedicated softwares.
- Check inventories to locate requested products.
- Confidently apply discounts, reviewing orders for accuracy.
- Prepare invoices and promote additional merchandise to customers.
- Respond to customer queries via email.
- Work to tight deadlines to meet the highest possible shipment numbers on a daily basis.
- Usage of Shopify, DPD and Shipstation softwares to fulfill high volume orders.

August 2017 - February 2020 - Admin assistant at Oh polly , Bromborough, UK - United Kingdom, (Product Company)

Duties included:

- Chase unpublished stock through various departments.
- Competitor monitoring.
- Report on Bestsellers.
- Successfully process refunds, exchanges and out of stock systems.

- Process social media collaborations.
- Keep up to date with replenished stock.
- Usage of different online systems such as Magento, Klarna, Kount, Braintree, Zendesk, Google Drive, Airtable, Microsoft Excel, PeopleVox, Slack and Linnworks.
- Usage of social media platforms such as Instagram, Twitter, Facebook and TikTok.

June 2015 - August 2017 - Membership Sales Professional at Outfit, Southport, UK - United Kingdom, (Product Company)

Duties included:

- Lead by example to provide excellent customer service.
- Undertake replenishment and merchandising duties to help the store achieve sales and profit targets.
- Understand and demonstrate customer care and high levels of customer service to new and regular customers.
- Display good listening skills to identify all customer needs.
- Confidently make and close sales/offering personal shopping assistance to all customers.
- Open customer store cards to reach daily store targets/exceed personal targets.

March 2017 - August 2017 - Receptionist at Owens Salon, Southport, UK - United Kingdom, (Day Spa)

Duties included:

- Keeping the reception area clean & tidy and maintaining a consistent presence at the desk.
- Billing treatments accurately and on time.
- Preparing guest schedules for the next day's arrivals, making sure the treatments booked are accurate and booked in a suitable time frame.
- Having knowledge of the type of treatments available and be able to give advice on treatment procedures and contra-indications.
- General administration duties including ensuring the required information and items needed are replenished and ready for use.
- To communicate relevant information to the therapists and managers on duty.
- Demonstrate high levels of customer service and satisfaction.
- Drive desk sales and achieve targets for promotions and treatment launches.
- Carry out any other reasonable tasks allocated by Management.

Products worked with:

Dermalogica

Education and Qualifications:

2020 The Beauty Academy in Manchester

Diploma certificate

National Diploma in Facial Massage and Exfoliation

2013 Southport college

Level 3 Extended Diploma in Travel and Tourism Distinction Distinction Merit

2011 Greenbank High School

8 GCSE passes A-C grades

Hobbies and Interests

I love travelling, socialising, relaxing, gyming, modelling and baking.

CV created at www.spastaff.com



