



# EMMA JOHNSON

Junior Beauty Manager

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## PROFESSIONAL SUMMARY

Enthusiastic Junior Beauty Manager with 5 years of experience in enhancing customer satisfaction and achieving sales targets in the beauty industry. Adept at leading teams, optimizing operations, and developing training programs that elevate service quality. Eager to contribute innovative ideas and foster a collaborative environment that drives business growth and client loyalty.

## WORK EXPERIENCE

### Junior Beauty Manager

Quantum Solutions LLC

📅 Apr / 2022-Ongoing

📍 Phoenix, AZ

1. Develop and implement beauty service strategies to enhance customer satisfaction and retention.
2. Increased sales by 20% within the first year through targeted marketing initiatives.
3. Facilitated the onboarding process, providing training and product education to new hires.
4. Conducted market meetings to enhance client services and improve sales execution.
5. Developed a training program that improved team performance and customer satisfaction scores by 15%.
6. Manage daily operations of the beauty department, ensuring high standards of service and cleanliness.
7. Created action plans based on business metrics to identify areas of opportunity and growth.

### Beauty Manager

Summit Peak Industries

📅 Apr / 2020-Apr / 2022

📍 Denver, CO

1. Analyzed sales metrics and created measurable goals for team performance.
2. Trained and certified beauty advisors and staff on product knowledge and sales techniques.
3. Coordinated seasonal floor plans to maximize product visibility and sales.
4. Conducted monthly performance reviews with team members to discuss goals and achievements.

## EDUCATION

### Bachelor of Science in Beauty Management

Beauty Institute of Technology

📅 Apr / 2018 - Apr / 2020

📍 Phoenix, AZ

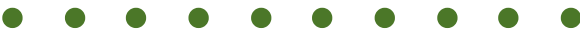
Focused on beauty industry management, marketing strategies, and customer service excellence.

## SKILLS

### Analytical Skills



### Brand Development



### Sales Forecasting



### Performance Metrics



### Quality Control



## INTERESTS

🎨 Art

🤝 Volunteering

🌲 Hiking

🧘 Yoga

## STRENGTHS

🔍 Criticality

☰ Detail-oriented

🤝 Diplomacy

😊 Enthusiasm

## LANGUAGES



English



French



Italian

## ACHIEVEMENTS

★ Successfully implemented a customer feedback system that enhanced service delivery.

★ Reduced operational costs by 10% through effective inventory management.