

ALEXANDER SCOTT

Permanent Makeup Salon Coordinator

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PROFESSIONAL SUMMARY

Accomplished Permanent Makeup Salon Coordinator with 5 years of experience in streamlining operations and enhancing customer satisfaction. Proficient in managing appointments, staff training, and client relations to foster a welcoming environment. Dedicated to driving salon profitability while ensuring exceptional service delivery and operational efficiency.

WORK EXPERIENCE

Permanent Makeup Salon Coordinator Maple Leaf Consulting

📅 Mar / 2021-Ongoing
📍 Toronto, ON

- 1. Managed daily operations of the salon, including appointment scheduling and inventory control.
- 2. Enhanced customer experiences by addressing inquiries and resolving issues promptly.
- 3. Educated clients on permanent makeup services and aftercare, ensuring informed decisions.
- 4. Developed and maintained positive relationships with clients to encourage repeat business.
- 5. Oversaw staff schedules, ensuring optimal coverage and efficiency.
- 6. Implemented process improvements that streamlined operations and reduced wait times.
- 7. Conducted training sessions for new hires, fostering a knowledgeable team environment.

Salon Coordinator Summit Peak Industries

📅 Mar / 2020-Mar / 2021
📍 Denver, CO

- 1. Coordinated front desk operations, managing client check-ins and appointment confirmations.
- 2. Maintained accurate records of client services and feedback to enhance service delivery.
- 3. Ordered and managed salon supplies, ensuring adequate inventory levels.
- 4. Handled all correspondence related to client inquiries and appointments.
- 5. Developed an efficient filing system for client records and salon documentation.
- 6. Managed billing and payment processes, ensuring accuracy and timeliness.

EDUCATION

Associate of Science in Cosmetology Beauty Institute of America

📅 Mar / 2019-Mar / 2020
📍 Denver, CO

Completed comprehensive training in cosmetology with a focus on permanent makeup techniques.

SKILLS



ACHIEVEMENTS

- 🌟 Increased client retention rate by 30% through exceptional service and follow-up.
- 🌟 Implemented a new scheduling system that reduced appointment overlaps by 25%.
- 🌟 Trained and developed a team of 5 junior staff, resulting in improved service delivery.