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#### Summary

Licensed Paul Mitchell Graduate with a passion for expanding knowledge and growing connections with clientele. Skilled in hair styling, color techniques, and client care. Values delivering exceptional service through thorough consultations and personalized attention. Eager to contribute to a salon environment, embrace new opportunities, and enhance professional expertise.

#### Skills

- Team Leadership and Supervision
- Coaching and Mentoring
- POS Systems
- Customer Service
- Processing Payments
- Attention to Detail
- Time Management and Prioritization

### Experience

| Tinley Park, IL

**Cold Line Team Member** 07/2021 - 09/2021

McDonald's | Orland Park, IL **McDonalds Crew Trainer** 03/2020 - 05/2021

- Health and Safety Standards
- Waste Reduction
- Detail-Oriented
- Problem-Solving
- Conflict Resolution
- Cleaning and Sanitizing
- Freddy's Frozen Custard and Steak Burgers Communicated clearly with co-workers to coordinate accurate customer orders and requests.
  - Stocked, cleaned and maintained customer areas to help guests feel comfortable.
  - Prepared food products according to recipes and food safety standards to best serve customers' needs.
  - Maintained high standards of customer service during high-volume work shifts and fast-paced operations.
  - Stored food in designated areas following wrapping, dating, food safety and rotation procedures.
  - Processed payments on cash register and counted back bills and change to patrons.
  - Trained new hires and transfers on core workflows
  - Offered leadership and mentorship to coworkers
  - Provided empathetic customer service and conflict de-escalation
  - Built relationships with return customers and family members
  - Proficiently worked under pressure in a fast-paced environment
  - Well practiced in food hygiene, sanitation, and safety
  - Flexibly switched between roles, as needed, throughout shifts building experience with adaptability and multitasking.
  - Stepped into leadership roles as needed including shift oversight, team scheduling, and charting the course for the rest of the day.

# **Education and Training**

Paul Mitchell The School of Chicago | Chicago Cosmetology 04/2023

Carl Sandburg High School | Orland Park, IL High school diploma 05/2021

# **Skills Acquired Inside School**

- **Specialized in Intricate Color and Cuts:** Proficient in executing detailed color and cutting techniques, demonstrating strong time management and forward planning abilities.
- **Client-Centered Approach:** Passionate about ensuring client comfort and satisfaction by conducting thorough consultations and check-ins, fostering a safe and welcoming environment.
- Effective Communication: Skilled in communicating efficiently and respectfully with diverse clientele, honing interpersonal skills through hands-on experience.
- **Continuous Learning and Adaptability:** Enthusiastic about acquiring and applying new skills, such as razor cuts, diffusing for various styles, and innovative color application methods.
- **Proactive Learning:** Actively sought out opportunities to expand knowledge beyond academic requirements, learning from peers and instructors to enhance professional capabilities.

## **Skills Acquired Outside of School and Work**

- Art and Design: Completed courses in art, photography, painting, and pottery (Pottery I & II), with additional experience in assisting in advanced pottery techniques. Developed proficiency in color theory through years of experimentation. Later applied artistic skills to cosmetology, enhancing understanding of color mixing and application techniques.
- Effective Communication: Developed strong communication skills through early interest in education, gaining experience in providing guidance and advice to clients.
- **Social Media and Photography:** Early interest in social media and photography led to expertise in showcasing work efficiently and building an online presence, enabling potential clients to familiarize themselves with my portfolio.

## Certifications

• Cosmetology license 2024