

Personal Profile and Career Objective

I am a hardworking, goal driven and dedicated individual who has extensive experience in customer service and a profound interest in engineering. I consider myself to be a professional and reliable individual who is dedicated to their place of employment, and someone who has a strong work ethic and thrives to exceed organisational expectations. My exceptional time management and organizational skills have allowed me to adequately work with short and conflicting deadlines as well as adapt to changing and new environments in a timely manner. I thrive under pressure, and have a profound appreciation for new challenges as I enjoy increasing my knowledge and skills base so I can further contribute to my place of employment. Furthermore, my excellent interpersonal and communication skills have allowed me to develop rapport and professional relationships with clientele and colleagues on many occasions. My professionalism has allowed me to work with integrity and accountability throughout my career. Should I be given this opportunity I will thrive to ensure my availability is second to none, and utilize every opportunity to apply myself to the position to further increase my knowledge and skills base within this field.

Education and Licences

- University of Texas at San Antonio
 - Mechanical Engineering – Impending graduation in 2021
- Northeast Lakeview College
 - Associate in Liberal Arts (2017)
- Sajor Health and Wellness
 - Cosmetology Instructor Licence (2013)
- Texas Department of Licencing and Regulations
 - Cosmetology Licence (2008)

Professional Skills

- Professional customer service skills and the ability to liaise with various professions
- Profound appreciation for personal and professional development
- Exceptional interpersonal skills
- Professional written and verbal communication skills
- Demonstrated ability to develop rapport with clients and professional relationships with colleagues
- Ability to critically analyze and utilize problem solving skills
- Excellent time management and organizational skills
- The ability to maintain composure while working under pressure
- Ability to work with conflicting priorities and demands
- Strong appreciation for organizational rules and regulations including Workplace Health & Safety
- Technical proficiency: MathWorks, MATLAB, Microsoft Office and Excel

Professional Experience

The Parlor Room – Independent Contractor

Employment: 2019 - 2020

Key requirements:

- Deliver professional customer service in person and over the phone
- Client retention
- Uphold and enforce company policies and operation standards
- Perform bookkeeping duties for services and retail products
- Sanitization and disinfection practices performed on daily basis
- Build customer knowledge on services and products to achieve client personal goals

Truesdell Salon Suites – Independent Contractor

Employment: 2018 - 2019

Key requirements:

- Deliver professional customer service in person and over the phone
- Client retention
- Uphold and enforce company policies and operation standards
- Perform bookkeeping duties for services and retail products
- Sanitization and disinfection practices performed on daily basis
- Build customer knowledge on services and products to achieve client personal goals

Artistry of Hair – Independent Contractor and Team Manager

Employment: From 2016 – 2018 and 2008 - 2012

Key requirements:

- Deliver professional customer service in person and over the phone
- Create different advertising avenues and outreach events for myself and my team
- Responsible for producing and retaining profitable clientele
- Plan team building events to promote fun and friendly working team and working environment
- Retail investment, sales production, and stock management

Phoenix Salon Suites – Business Owner and Independent Contractor

Employment: 2012 - 2016

Key requirements:

- Deliver professional customer service in person and over the phone
 - Responsible for budgeting and all business financial transactions
 - Maintain cleanliness and business organization
 - Continue expanding knowledge and skills as well as business educational opportunities
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Professional References

References will be made available upon request