

MANAGEMENT SAMPLE

BEAUTY MANAGEMENT | TRAINING | ADMINISTRATIVE SUPPORT

Results-driven, motivated manager, program coordinator and educator with diverse corporate and non-profit experience. Entrepreneurial, with effective leadership style. Demonstrated expertise in high profile beauty artistry techniques, skincare, and merchandising. Excelled in operational, fundraising, and administrative support for major NYC museum. Deliver administrative support for Hellenic Public Radio for 20 years. Self-starter, adaptable, flexible, and work independently or collaboratively. Exemplary collaborative, multitasking and communication skills. Professional, high standard work ethic interfacing with diverse groups of customers and colleagues.

CORE COMPETENCIES

- *Product Knowledge*
- *Team Leadership*
- *Vendor Management*
- *Project Management*
- *Staff Development/Training*
- *Executive Support*
- *Customer Engagement*
- *Fundraising Coordinator*
- *Program Planning/Training*
- *Payroll/Accounts Payable*
- *Profit/Non-Profit Consultation*
- *Office Administration*

PROFESSIONAL EXPERIENCE

XXXXX, XXXX's at Herald Square, New York, NY

Retail Cosmetics Sales, Beauty Advisor (July 2022 – Current)

- Deliver the highest level of personalized and seamless customer experience to support the beauty needs of each customer at Macy's flagship department store. Successfully drive sales and exceed goals. Apply exemplary product knowledge when delivering expert advice to each customer based on their preferences and needs.
- Ensure compelling individualized services, be it in person, virtually, or by telephone, offering customers the opportunity to discover products that suit their needs. Cultivate and maintain lasting professional customer relations that result in ongoing repeat purchases. Process new receipts, damages, testers and return to vendors (RTVs) efficiently.
- Leverage MyClient and Macy's Loyalty Program to drive customer sales and nurture client relationships via outreach.
- Participate in pre-selling/sales driving events. Attend vendor/virtual trainings to stay current on brand related products.
- Collaborate with Counter Manger and CSX Manager to further identify strategies to drive sales. Coordinate with supervisor on a regular basis to address performance, goals, and action plans for continued sales success.
- Preserve a superior work environment that is sanitary, safe, and inviting to customers in accordance with regulatory standards and guidelines.

XXXXXX Boots Alliance, New York, NY

Prestige Beauty Manager (2012 – July 2022)

- Esteemed leader responsible for driving sales performance and built a successful sales teams through personalized talent development, careful recruiting, and diligent performance management.
- Facilitated training with emphasis on building positive customer relationships and engaging customers on current beauty trends and products. Educated/coached Managers and Look Boutique Beauty Consultants on beauty product knowledge, artistry techniques, skin care consultations, selling technique and store generated services, events and offerings.
- Worked closely with store managers and vendors to succeed in the coordination of events, merchandising orders and oversight of store programs. Worked to maintain the company image, business goals and policies.
- Oversaw all facets of merchandising of \$115K, received deliveries, tracked/reported shrink and submitted data to Accounts Payable department.

XXXXXX Bank of New York, Astoria, NY

Executive Assistant (2004 – 2011)

- Acted as point of contact for executives, employees, board, clients and customer relationships, managing overall internal and external communications.
- Managed executive calendars/scheduling for the Chief Executive Officer/Chairman of the Board, screened a heavy volume of incoming telephone calls and distributed correspondence.
- Coordinated all travel and accommodation arrangements, both international and domestic.

PROFESSIONAL EXPERIENCE (Cont'd)**The XXXXXXXXXXXXXXXXXXXX, New York, NY****Education Program Coordinator (2000 – 2003)**

- Directed all programmatic and operational processes to include lectures, classes, films and events provided to the public at the museum. Ensure the timely and precise coordination of all departments and each activity.
- Responsible for ordering materials, set up, catering, seating, scheduling lecturers.
- Directly trained and supervised a team of 15 volunteers, high school apprentices and college interns for the facilitation of school tours and programs serving more than 180,000 children annually.
- Collaborated with editorial and production teams to compile programming for curators, educators and lecturers into fact sheet format. Printed fact sheets providing programming information were distributed to galleries, curatorial departments and building operations offices upon final approval.

Career Note

Consultant/Private Make-up Artist, Assistant Manager, Clarins of Paris, and Sales Representative at Elizabeth Arden Cosmetics

COMMUNITY INVOLVEMENT

XXXXXXXXXXXXFM 91.5 NY Hellenic Public Radio, Astoria, NY**Administrative Support, Fundraising (2002 – Current)**

- Active volunteer of 20 years, providing comprehensive administrative support for public radio fundraising projects. Possess sound knowledge of the organizations' mission when recruiting potential donors.
- Manage high volume phone calls and maintain communications with donors to provide necessary information regarding fundraising campaigns.
- File and enter donor forms to data base, maintain/update mailing lists, and coordinate mail campaigns for upcoming fundraising events.
- Proofread written materials prior to events to ensure proper verbiage and correct donor information.

EDUCATION

600 Hour Course, Esthetics, License # XXXXXXXXXXXXXXXX - Christine Valmy International School, New York, NY**Certificate: Make-Up Artistry, 35 Hour Course – Robert Fiance Beauty Institute, New York, NY****Additional Coursework:** Fashion Institute of Technology / New York School of Interior Design / Queens College