**Josie Holmes**

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**Summary**

-Compassionate Esthetician with 4+ years of experience. Adept at administering treatments with top-notch care. Successful at keeping detailed patient records with knowledge of all treatments, settings, and devices used. Continued customer satisfaction with treatments rendered.

-Knowledgeable Master Aesthetic Trainer skilled at leading employees with educational training, improving performance and maximizing productivity. Energetic professional versed in developing and implementing improved training programs to enhance treatment performance.

# Skills

* Developing Goals
* Assessment
* Adaptability
* Detail Oriented
* Project Management
* Optimistic Personality
* Social Media
* Customer Satisfaction
* Organization
* Public Speaking
* Written & Oral Communication
* Retail Sales Experience
* Outstanding Client Care
* Spa Treatment Services Expert
* Clinical Training

# Treatment Certifications

* CoolSculpting Legacy
* CoolSculpting Elite
* EmSculpt
* EmSculpt Neo
* Fraxel Dual
* Clear & Brilliant
* Thermage
* Ultherapy
* Microneedling
* Morpheus8
* Venus Freese RF
* Plasma Pen
* Eon Laser 1064
* Laser Hair Removal
* Intense Pulsed Light
* Stretch March Reduction
* Chemical Peels
* Facials

# Education

## Bachelor of Science, The University of Alabama May 2018

General Studies of Human Environmental Science

Major in Human Development and Family Studies

President's List, Dean's List

3.0 GPA

## Atelier Esthetique Institute of Esthetics December 2019

New York State License of Esthetics

# Experience

## SKINNEY Medspa

### Clinical Aesthetic Trainer (April 2020-Current)

* Developed and implemented performance improvement programs, resulting in increased efficiency.
* Created and implemented a training program for new and existing employees consisting of both a hands-on training and online educational platform.
* Evaluated employee performance and developed improvement plans. Keeps tabs on industry trends and suggest new technology to add to our list of services.
* Cultivated customer loyalty by training and leading team members in industry-leading service standards.
* Oversaw preparation of facility and equipment for appointments.
* Strategized re-opening all 3 New York stores amidst a pandemic. Assisted in the grand opening 2 out of state spas for SKINNEY Medspa. Trained all new hires and organized in-clinic training sessions with providers.

### Assistant Manager (May 2018-April 2020)

* Planned and prepared workflow schedules and assisted in managing a team of 25+ to deliver outstanding customer service and care.
* Produced monthly sales and performance reports, supporting operational planning and strategic decision making.
* Enforced company policies and procedures to strengthen operational standards across departments.
* Reviewed sales reports to enhance sales performance and improve inventory management accuracy.
* Collaborated with the store manager to develop strategies for achieving sales and profit goals.
* Improved inventory efficiency and productivity by implementing organization systems.
* Organized schedules, workflows and shift coverage to meet expected business demands.

Licensed Esthetician *(Current)*

* Provided excellent customer service and treatments to all clients. Set up patient rooms, managed maintenance of devices, and sterilized equipment.
* Vastly improved appearance of clients' skin and bodies through non-surgical processes.
* Educated clients on procedures, technology, potential risks, and products.
* Scheduled patient consultations and treatments.
* Conducted private client consultations, creating custom treatment plans.

## Allergan Aesthetics

### Allergan Medical Instructor (March 2022-Current)

* Travel to CoolSculpting practices to train technicians on protocols for treatment and consultation services
* Provides training assistance at CoolSculpting University
* Utilizes teaching material during training sessions
* Focuses on Core Fundamental Courses including Midsection
* Works with practices during training sessions and tailor to their learning needs

### Body Contouring Specialist/Consultant (April 2022-Current)

* Create a foundation for brand communications, providing real world insight
* Brainstorm strategies for growth, positive change and improvement
* Assists with marketing campaigns and brand development
* Consult with clients and paid influencers create a full, customized treatment plan
* Performs CoolSculpting treatments on clients and paid influencers
* Performs follow up care for clients, ensuring a safe and effective treatment has been rendered
* Creates before and after photos with clients and influencers
* Works on educational content creation with clients and influencers