



Nancy Hill

Salon & Spa Office Manager

CONTACT



(123) 456-7890



email@example.com



LinkedIn | Portfolio



City, ST 12345

EDUCATION

A.A.S. in Business Management
Community College, City, ST
May 2017

ABOUT ME

Salon & Spa Office Manager with four years of experience in beauty-service operations. Proficient in appointment software, retail inventory control, and team scheduling. Boosted retail-product sales by 22% and improved appointment-utilization rates by 18%.

PROFESSIONAL EXPERIENCE

Office Manager | January 2020 - Present

Luxe Salon & Spa, City, ST

- Managed appointment-booking system for 15 stylists and therapists, increasing chair utilization from 65% to 83%
- Oversaw retail inventory worth \$50K, implementing an automated reordering system that reduced stockouts by 90%
- Trained front-desk staff in customer-service protocols, raising client-retention rates by 12%

Receptionist | June 2017 - December 2019

Urban Glow Spa, City, ST

- Handled 60+ daily appointments and point-of-sale transactions with 99% accuracy
- Developed client-follow-up procedures, contributing to a 15% uptick in rebookings