

EM JOHNSON

Entry-Level Esthetician

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☎ (123) 456-7890

📍 New York, NY

🌐 [LinkedIn](#)

EDUCATION

Associate of Applied
Science

Esthetics

**Aesthetic Institute of
America**

📅 2016 - 2018

📍 New York, NY

SKILLS

- Candela GentleLASE
- DiamondTome
- Ovatu
- LightStim
- Darsonval
- TroveSKin
- Mindbody
- GlowAI
- SkinCeuticals
- Eminence

CAREER OBJECTIVE

Result-driven and sociable esthetician with hands-on skills to deliver exceptional services. Team player who understands customer needs for quality services and value for the dollar. Ready to use my skills to grow clientele and cultivate customer loyalty for Skin Spa New York.

WORK EXPERIENCE

Spa Assistant

Serenity Spa

📅 2020 - current

📍 New York, NY

- Administered effective wrinkle and acne care using LightSim, **increasing customer satisfaction by 44%**
- Attended to 15+ clients with strained muscles and reduced their pain by 87% within two sessions
- Promoted Eminence and SkinCeuticals products to record a 38% surge in sell-through rates
- Performed thorough skin evaluations via TroveSkin and recommended products, which led to 22% product up-sell

Receptionist

Glow Skin Studio

📅 2018 - 2020

📍 New York, NY

- Streamlined customer scheduling via Meevo and increased weekly bookings by 77%
- **Surpassed quarterly bookings by 33%** through a gift card program for return customers
- Maintained a customer-friendly environment, which saw memberships expand by 56%
- Automated all processes on Ovatu, accelerating checkout by 84%

TRAINING

Holistic Skincare

Attendee

📅 2017

- Learned customer service skills with the potential to boost bookings by up to 63%
- Introduced to Mindbody for managing workflows, **which can reduce wait time by 52%**
- Equipped with extensive knowledge of handling customers with different skin sensitivities
- Inducted into creating GlowAI personalized care regimens that could result in 77% product sales growth