

SARAH JOHNSON

Licensed Esthetician

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📍 New York, NY

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WORK EXPERIENCE

Licensed Esthetician

Radiant Skincare Clinic

📅 2019 - current 📍 New York, NY

- Achieved 87% customer satisfaction by developing a bespoke acne care routine on AweMyFace
- Expanded 2020 product sales by 52% through take-home product recommendations
- Tracked and implemented customer feedback on Todoist, **generating 97% online positive reviews**
- Improved customer results by 27% through administering accurate personalized treatments

Esthetician

Serenity Spa

📅 2016 - 2019 📍 New York, NY

- Built strong customer relationships on Vagaro that resulted in a **67% surge in weekly bookings**
- Met 98% of customer expectations by providing consistent and timely communication
- Increased call bookings by 51% through the introduction of Calendly appointments
- Supported social media engagements with customers, leading to a 33% jump in new clients

Esthetician Assistant

Blissful Retreat

📅 2013 - 2016 📍 New York, NY

- Performed TCA peel under supervision, achieving 98% of customer expectations
- Adjusted care regimen for 57 customers with sensitive skin that resulted in 77% of referrals
- Maintained daily equipment sanitation, which improved general client satisfaction by 82%
- **Led to 47% more bookings** for Visia Complex Analysis through word-of-mouth referrals from happy customers

CAREER OBJECTIVE

Proficient self-driven licensed esthetician with a 10-year experience in delivering customer-satisfying services. Proven record in developing long-term client relationships and upholding a positive brand image like Hand & Stone. Adept in modern skincare techniques and deep knowledge of top-shelf products.

EDUCATION

Associate of Applied Science
Esthetics

Aveda Institute

📅 2011 - 2013

📍 New York, NY

SKILLS

- Epic
- SkinVision
- Todoist
- Vagaro
- DiamondTome
- Calendly
- Visia Complexion Analysis
- TCA peel
- AweMyFace

CERTIFICATIONS

- Licensed Esthetician