

**LORRAINE**

**Email:** **Lorraine-389008@2freemail.com**

***Notice period: IMMEDIATELY***

**PROFILE:** A well experienced, enthusiastic and hardworking professional with extensive experience in the customer service industry, beauty and makeup artistry, also a highly qualified Nail technician, seeking to grow as an individual by gaining more experience.

**EXPERIENCE:** 15 years’ experience dealing with customers in beauty therapy, makeup artistry, customer service, retail and sales.

**PROFESSIONAL GOALS:** Continuing to grow not only in leadership and knowledge, but also mentally and strategically.

**CHARACTERISTICS:** Hardworking, fast learner, easily adapts, strong personality, motivating, sociable.

**EDUCATION/PROFESSIONAL QUALIFICATIONS:**

* *Muizenberg High School (Southafrica): High School Diploma*
* *Camelot International South Africa: Diploma Beautician/Makeup Artistry*
* *Planet Nails South Africa: Eyelash Extension Course, Makeup Contouring, Styling, Manicurist*

**EMPLOYMENT HISTORY**

**LA SENZA (LIWA MINOR RETAIL) DUBAI, UAE**

*ASSITANT STORE MANAGER*

*October 2017 to present*

* Completing store operational requirements by scheduling and assigning employees; following up on work results.
* Maintaining store staff by recruiting, selecting, orienting, and training employees.
* Maintaining store staff job results by coaching, counseling, and disciplining employees; planning, monitoring, and appraising job results.
* Achieving financial objectives by preparing an annual budget; scheduling expenditures; analyzing variances; initiating corrective actions.
* Identifying current and future customer requirements by establishing rapport with potential and actual customers and other persons in a position to understand service requirements.
* Ensuring availability of merchandise and services by approving contracts; maintaining inventories.
* Formulating pricing policies by reviewing merchandising activities; determining additional needed sales promotion; authorizing clearance sales; studying trends.
* Marketing merchandise by studying advertising, sales promotion, and display plans; analyzing operating and financial statements for profitability ratios.
* Securing merchandise by implementing security systems and measures.
* Protecting employees and customers by providing a safe and clean store environment.
* Maintaining the stability and reputation of the store by complying with legal requirements.
* Determining marketing strategy changes by reviewing operating and financial statements and departmental sales records.

**VICTORIA’S SECRETS (ALSHAYA LLC) DOHA, QATAR**

*ASSISTANT STORE MANAGER – MAKEUP & BEAUTY DIVISION*

October 2016 - 2017

* Attract, hire, develop, inspire and retain top talent
* Coach, develop and maximize the success of all associates
* Build schedules to maximize and leverage sales results
* Set and reinforce clear and aligned selling expectations, performance, results and accountability with all associates
* Build a team that works well together based on the needs of the store
* Ensure on boarding and continued training of the associate team
* Effectively and fairly manage performance as delegated by the store manager
* Lead and model the selling and customer experience standards
* Lead selling efforts to meet selling goals during scheduled shifts
* Ensure team communication; reinforcing that associates at every level are focused and accountable to selling
* Build highly satisfied and loyal customer base through engagement, conversion and capturing customers telephonically
* Direct workforce management activities
* Set the direction and goals for the day/shift when associates arrive for work

**SIGNATURE COSMETICS CRUISELINER, JOHANNESBURG, SA**

*BEAUTY SALES MANAGER/ADVISER*

*2012-2016*

* Managing total counter and individual beauty advisor goals
* Executing counter merchandising guidelines
* Personal sales goals achievements
* Managing hygiene and image standards
* Recruitment drives
* Leading orientation
* Team meetings for ongoing communication
* Safety of the staff/crew members
* Using limited resources

**FOSCHINI GROUP CANAL WALK, CAPE TOWN**

*HEAD BEAUTY ADVISOR (MAC COSMETICS and ESTEE LAUDER)*

*1998-2000*

* Recommending products to suit the customers' coloring, skin-type and face shape
* Demonstrating the use of products, for example by giving facials or applying make-up
* promoting particular products
* Keeping records of regular customers in order to provide a personalized service
* Carrying out routine sales tasks such as wrapping purchases and handling payments
* Describing and demonstrating the full product range
* Interpersonal communication
* Meeting sales targets
* Sales and marketing
* Dealing with staff members i.e. schedule, uniforms, store merchandising

 ***Country of residence: UAE Date of Birth: 1984-12-11***

***Nationality: ZAMBIAN Gender: FEMALE***