

KIMBERLY A FREEMAN

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OBJECTIVE: EXPERINCED CUSTOMER SERVICE ATTENDANT

SUMMARY OF QUALIFICATIONS: OVER 30 YEARS AS ENTRIPRINURE AND 100% OWNERSHIP, AND MANAGEMENT SKILLS IN THE BEAUTY INDUSTRY, DEMONSTRATING STRONG LEADERSHIP AND CUSTOMER SERVICE SKILLS.

- . I Have the ability, to deal directly with clients from diverse backgrounds, catering to their specific needs and ensuring customer satisfaction.
- . Exceptional critical thinking skills and the capacity to act quickly and efficiently during emergency situations.
- . Experienced in spending 1-3 hours with each customer, delivering outstanding customer service and maintaining a long -lasting reputation for client satisfaction.
- . Highly adaptable to long hours and flexible schedules, as commonly required in the beauty industry.

PROFESSIONAL EXPERIENCE:

SALON OWNER / All DOLLED UP LLC /WOODBRIDGE, VA./ 1988-PRESENT

- . Established and managed a successful salon business for over 35 years, building a powerful reputation for exceptional customer service and client satisfaction.
- . Led a team of professionals in delivering high-quality services, ensuring a positive and enjoyable experience for all customers.
- . Provided personalized consultations, understanding individual client preferences, and delivering tailored solutions.
- . Maintained a consistent focus on customer satisfaction, resulting in a high rate of repeat business and positive referrals.
- . Managed day -to- day salon operations, including scheduling, inventory management, and financial administration.
- . ESTABLISHED AND FOR EXCEPIONAL CUSTOMER SERVICEAND CLIENT SATISFACTION.
- . Ensured the safety, comfort and well-being of clients throughout the service.

- . Demonstrated exceptional customer service skills, addressing special needs individuals, addressing client's needs and aiding in a courteous and efficient manner.
- . Trained in leadership roles, and protocols pertaining to safety precautions.
- . Collaborated with other businesses to construct new ideas and brand my new product inventions.

EDUCATION: Associate degree in fashion merchandising /CERTICATION IN ENTRIPUNRESHIP/
NOVA COLLEGE / FAIRFAX VA 2015-2016

LANGUAGES:

- . ENGLISH