



Malvina Hasbrook

Salon Coordinator

Dedicated Salon Coordinator with 1 year of experience in managing daily salon operations, delivering exceptional customer service, and building lasting client relationships. Adept at coordinating appointments, managing inventory, and driving sales. Demonstrated ability to work collaboratively with salon staff and contribute to a positive work environment. Seeking to leverage organization and communication skills to enhance overall salon efficiency and client satisfaction.

malvina.hasbrook@gmail.com 

(247) 282-5589 

123 Main Street, Portland, ME 
04101

Education

**Associate of Applied Science
in Salon Management at
Central Maine Community
College, Auburn, ME**

Aug 2018 - May 2022

Relevant Coursework: Business Management, Marketing and Promotions, Salon Operations and Procedures, Customer Service, Human Resources, Financial Management, Inventory Control, Beauty and Hair Care Techniques, and Salon Safety and Sanitation.

Links

[linkedin.com/in/malvinahasbrook](https://www.linkedin.com/in/malvinahasbrook)

Skills

Scheduling



Inventory Management



Customer Relations



POS Systems



Team Coordination



Marketing Strategies



Conflict Resolution



Employment History

Salon Coordinator at Salon Couture of Southington, ME

Feb 2023 - Present

- Successfully increased client retention rate by 20% within one year by implementing a new appointment scheduling system and improving communication with clients at Salon Couture of Southington, ME.
- Boosted salon revenue by 15% in six months through the introduction of targeted marketing campaigns and upselling techniques that increased average client spending at Salon Couture of Southington, ME.
- Streamlined salon operations by reducing appointment no-shows and cancellations by 25% within the first three months of implementing a text message and email reminder system for clients at Salon Couture of Southington, ME.

Assistant Salon Coordinator at Head Games Salon for Hair & Body, ME

Aug 2022 - Jan 2023

- Successfully increased customer retention rate by 25% within one year by implementing personalized follow-up strategies and enhancing overall client experience at Head Games Salon for Hair & Body, ME.
- Streamlined appointment scheduling process, resulting in a 15% reduction in no-shows and last-minute cancellations, leading to improved productivity and revenue generation for the salon.
- Organized and executed multiple promotional events and campaigns, contributing to a 20% increase in new clientele and boosting overall salon sales by 10% over the course of a year.
- Initiated and maintained strategic partnerships with local businesses, increasing referrals by 30% and expanding the salon's visibility and reputation within the community.

Certificates

Salon Management Professional (SMP) Certification

Feb 2022

Certified Spa Supervisor (CSS)

Dec 2020