

Dinorah Zengerle

Salon Receptionist

✉ dinorah.zengerle@gmail.com

☎ (241) 604-8279

📍 123 Maple Street, Little Rock,
AR 72201

Education

Diploma in Salon and Spa Management at Arkansas Beauty College, Little Rock, AR

Aug 2018 - May 2022

Relevant Coursework: Business Management, Customer Relations, Salon and Spa Operations, Marketing Strategies, Human Resources, Financial Management, Health and Safety, and Aesthetics and Massage Techniques.

Links

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

Skills

Scheduling

Phone etiquette

Customer service

Cash handling

Microsoft Office

Inventory management

Multitasking

Languages

English

Spanish

Profile

Dedicated Salon Receptionist with 1 year of experience providing exceptional customer service and administrative support in a fast-paced salon environment. Skilled in appointment scheduling, managing phone calls, and maintaining a welcoming atmosphere. Demonstrated ability to build strong client relationships, promoting a positive salon experience.

Employment History

Salon Receptionist at Salon Service Group, AR

May 2023 - Present

- Successfully managed appointment scheduling for over 50 clients per day, resulting in a 95% customer satisfaction rate and a 20% increase in repeat bookings.
- Streamlined the front desk operations by implementing an efficient filing system, reducing client wait times by 30% and improving overall salon efficiency by 15%.
- Boosted retail sales by 25% through upselling and promoting salon products to clients, contributing to an additional \$10,000 in revenue for the salon.
- Reduced no-shows by 40% by implementing a text message and email reminder system, increasing salon revenue by an estimated \$5,000 per month.

Junior Salon Receptionist at Belle Cheveux Salon, AR

Aug 2022 - Apr 2023

- Successfully managed the booking of over 1,000 appointments within a six-month period, maintaining a 95% appointment punctuality rate and contributing to a 20% increase in client satisfaction at Belle Cheveux Salon, AR.
- Streamlined the salon's front desk operations by implementing a new digital appointment scheduling system, resulting in a 30% reduction in time spent on administrative tasks and increasing staff productivity.
- Developed and maintained strong relationships with over 100 regular clients, leading to a 15% increase in referral business and a 10% increase in overall revenue for Belle Cheveux Salon, AR.
- Assisted in the organization and execution of a successful promotional event that attracted over 200 attendees, generating a 25% increase in new client bookings and a 10% growth in social media followers.

Certificates

Certified Salon Receptionist (CSR)

Aug 2021

Professional Front Desk Coordinator Certification

Oct 2019

Memberships