

Kathlyn Kessman

Salon Coordinator

Profile

I am a Salon Coordinator with over 3 years of experience in the industry. I have a strong background in customer service and managing multiple tasks simultaneously. I thrive in high-pressure environments and enjoy working with people. In my previous role, I was responsible for scheduling appointments, checking clients in and out, stocking supplies, and providing excellent customer service. My attention to detail ensures that all clients have a positive experience at the salon.

Employment History

Salon Coordinator at Regis Salons, MD

May 2022 - Present

- Hired and trained new stylists, resulting in a 15% increase in productivity.
- Created and implemented a new pricing structure for services which resulted in a 10% increase in revenue.
- Negotiated discounts with vendors which saved the salon \$2000 per month.
- Implemented a loyalty program which increased customer retention by 5%.
- Organized and oversaw all aspects of the salon's grand opening, resulting in over 500 attendees.
- Wrote and distributed monthly newsletters to customers, increasing repeat business by 3%.

Salon Assistant at Fantastic Sams, MD

Sep 2019 - Apr 2022

- Assisted stylists with shampooing, conditioning, and rinsing clients' hair.
- Handled customer service inquiries in person and over the phone.
- Answered multiple phone lines and scheduled appointments accordingly.
- Acted as a liaison between customers and stylists to ensure that all needs were met in a timely fashion.
- Monitored supply inventory levels and reordered as necessary.
- Kept salon area clean, organized, stocked.

Certificates

Certified Salon Coordinator (CSC)

Mar 2021

Certified Hair Stylist

Jan 2020

✉ kathlyn.kessman@gmail.com

☎ (300) 469-4987

📍 9724 Kenwood Ave, Bethesda, MD 20814

Education

High School Diploma at Maryland School for the Deaf

Aug 2015 - May 2019

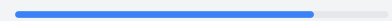
I've learned how to communicate with people, how to work in a team, how to manage my time, and how to handle stress.

Links

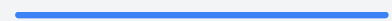
[linkedin.com/in/kathlynkessman](https://www.linkedin.com/in/kathlynkessman)

Skills

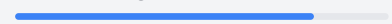
Communication



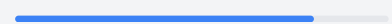
Organization



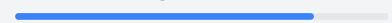
Scheduling



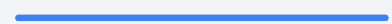
Customer Service



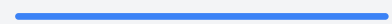
Multi-tasking



Sales skills

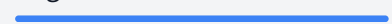


Computer literacy



Languages

English



Spanish

