

Jacklin Broocks

Salon Director

📁 Employment History

Salon Director at John Robert Powers, MO

May 2022 - Present

- Led team of stylists that generated \$1.2 million in revenue annually.
- Hired and trained new staff, resulting in a decrease in turnover by 25%.
- Implemented new marketing strategy that increased clientele by 15%.
- Negotiated discounts with vendors, leading to a 10% reduction in costs.
- Developed and implemented employee retention program that decreased voluntary attrition by 2%.

Assistant Salon Director at Empire Education Group, MO

Aug 2019 - Apr 2022

- Hired and trained new stylists, increasing staff by 25%.
- Implemented a new pricing strategy that increased revenue by 15%.
- Negotiated discounts with vendors, saving the salon \$2000 per month on supplies.
- Led team of stylists to win first place in regional hair competition.
- Wrote and implemented a new employee handbook.

Salon Assistant at Regency Beauty Institute, MO

Sep 2015 - Jun 2019

- Assisted salon owner with daily operations including answering phones, scheduling appointments, and checking clients in/out.
- Greeted customers upon arrival and provided them with refreshments while they waited for their stylist.
- Maintained the cleanliness of the salon by sweeping floors, shampooing carpets, and cleaning bathrooms.
- Restocked supplies such as hair color, shampoo, conditioner, etc. when needed.
- Handled customer complaints or concerns in a professional manner.

🎓 Education

Associate of Arts in Cosmetology at Aveda Institute Kansas City

Aug 2011 - May 2015

I have learned how to do hair, nails, makeup, and skincare.

📄 Certificates

Certified Salon Director (CSD)

Mar 2021

Certified Hair Stylist (CHS)

Feb 2020

📄 Memberships

American Association of Cosmetology Schools

Professional Beauty Association

Details

jacklin.broocks@gmail.com

(722) 946-3016

501 W Broadway, Columbia, MO
65203

Links

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

Skills

Communication



Organization



Customer service



Sales



Interpersonal skills



Leadership



Time management



Languages

English



Spanish



Hobbies

Listening to music