

NIKKIA SCOTTI

Salon Receptionist

nikkia.scotti@gmail.com

(959) 729-3085

Maple Street, Burlington, VT 05401



PROFILE

I am a Salon Receptionist with over 1 year of experience. I have gained excellent customer service skills and can deal with clients in a professional manner. I possess good organizational skills which help me keep the salon running smoothly. My friendly personality makes me an asset to any business.

LINKS

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

SKILLS

Answering phones



Booking appointments



Greeting clients



Accepting payments



Providing customer service



Maintaining the cleanliness of the salon



Stocking supplies



LANGUAGES

English



Dutch



HOBBIES

Organizing

Crafting

Decorating

EMPLOYMENT HISTORY

● Salon Receptionist at Kimball's North Hair Salon, VT

May 2022 - Present

- Answered an average of 35 phone calls per day.
- Greeted an average of 30 customers per day.
- Booked an average of 20 appointments per day.
- Processed an average of 15 payments per day.
- Maintained a 98% customer satisfaction rating.

● Salon Receptionist Trainee at The Cutting Room Hair Salon, VT

Aug 2021 - Apr 2022

- Answered an average of 50 phone calls per day.
- Greeted an average of 30 clients per day.
- Scheduled an average of 15 appointments per day.
- Trained 2 new salon receptionists.
- Kept the front desk area clean and organized.

EDUCATION

High School Diploma at Champlain Valley Union High School, Hinesburg, VT

Sep 2016 - May 2021

I've learned how to study for exams, how to do research, and how to write essays.

CERTIFICATES

Certified Salon Receptionist

Jul 2020

Certified Hair Stylist

Jan 2019

MEMBERSHIPS

American Association of Cosmetology Schools

National Accrediting Commission of Career Arts and Sciences