





Michael Rivera

Salon Receptionist

CONTACT

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 United States, Los Angeles, CA

EDUCATION

Professional Development

- **Customer Communication Workshop-**
– Los Angeles Professional Training Center
- **Advanced Salon Operations Seminar-**
– Hair Professionals Academy

PROFESSIONAL SUMMARY

Organized and personable receptionist with 10+ years of experience in high-traffic salons. Proficient in managing complex schedules, handling client relations, and ensuring smooth daily operations. Adept at using salon management software to optimize workflows and boost client satisfaction.

EXPERIENCE

Salon Receptionist

2018 - Now

Glow Hair Studio, United States, Los Angeles, CA

- Manage scheduling for 10+ stylists, ensuring efficient use of time and resources.
- Greet an average of 50+ clients daily, providing a warm and professional welcome.
- Handle cash and credit transactions, managing up to \$5,000 in daily revenue.
- Train junior receptionists on salon policies and software.

Front Desk Associate

2015 - 2018

Shimmer Spa and Hair, United States, Los Angeles, CA

- Coordinated appointment bookings for multiple services, including hair and spa treatments.
- Managed inventory of retail products and recommended upselling opportunities to clients.
- Resolved customer complaints promptly and professionally.

★ SKILLS

Advanced scheduling and organizational skills	★★★★★
Proficient in salon management software (e.g., Booker, Mindbody)	★★★★★
Effective team leadership	★★★★★
Retail product knowledge and sales	★★★★★
Expertise in POS systems (Square, Clover)	★★★★★
Skilled in inventory management software (Vend, SalonTarget)	★★★★★
Mastery in CRM tools for client tracking and follow-ups	★★★★★