

# Fernanda Velázquez

## Esthetician

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### Experience and Skills

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February 2018 – January 2022

#### **SPA Coordinator/Beauty Specialist**

Dimala spa, Mexico City

- Input client information into booking system accurately and completely into sales metrics chart.
- Manage communication flow by answering phone, text messages and emails. Routing and screening calls. Coordinating incoming and outgoing mail.
- Organizing online booking and processing payments use point of sale.

April 2017 – December 2017

#### **Esthetician**

Salon & Spa Glam, México City

- Identify customers needs promptly and efficiently.
- Promote high customer service by resolving problems with knowledge and friendly service.
- Performing facial, eye lashes, massage and body treatments such as, laser hair removal and using aesthetic equipment.

May 2016 – March 2017

#### **Laser Hair Removal Technician**

Depilite, Mexico City

- Determine customer need. Approach them with engaged conversation through use of effective people skills.
- Provide excellent sales service to ensure customer satisfaction.
- Hair removal treatments.

### ABOUT ME

Hi, I'm Fernanda and am extremely motivated to constantly develop my skills and grow professionally. Hard working over 5 years of customer service experience, seeking part time or full time employment.

### Education

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2013 - 2018 • Physical Therapist bachelor's degree- UVM, Mexico City

2016 - 2018 • Esthetician- Cosmetology y Cosmeatry, Mexico City

2022 - July 2022 • Education first Language School, Vancouver B.C

2023 - Present • ILAC International College, Vancouver B.C

### Highlights Qualifications

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- Outstanding customer service
- Able to achieve high personal goals
- Kind flexible and adaptable person
- Bilingual – mother language Spanish and intermediate fluent English.
- 5 years experience working in customer service

### Contact

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**Cover Letter**

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Dear hiring manager,

I'm writing to express my interest in the beauty spa receptionist position at your esteemed company. With my passion for the beauty industry and extensive knowledge experience in administrative customer service, resolve skincare, makeup, eyelashes extensions in a safe and sanitary manner, I am confident that I would be an asset to your team.

I have been working in the beauty industry for over 5 years and have gained extensive knowledge, I have a deep understanding of the latest beauty trends and techniques and always stay up to date with the newest products and services in the industry.

I am known for my friendly and approachable demeanor, which allows me to connect with clients and provide personalized beauty services that meet their individual needs and preferences. I also have a strong attention to detail and take pride in ensuring that each client leaves feeling confident and beautiful.

In addition to my technical skills, I have excellent customer service skills and am dedicated to providing a positive and welcoming experience for all clients. I am a team player and work well with others to ensure that all clients are well taken care of, and that the salon runs smoothly, also I'm about to do a refresher course in Vancouver to get my beauty license for eyelash extensions.

I would love the opportunity to bring my passion for beauty and my commitment to customer satisfaction to your team. Thank you for considering my application. I look forward to the opportunity to discuss qualifications in further detail.

Sincerely,  
Fernanda Velázquez