

LUISA MARIA NOVOA DUQUE

PROFESSIONAL PROFILE

Chemistry professional with experience in the cosmetic industry, including the development of haircare, skincare, and body care products. Complemented by strong skills in customer service, sales, and spa environments. I have participated in workshops and seminars on wellness, makeup, and digital photography, enhancing my ability to deliver a comprehensive customer experience. I am organized, proactive, and adaptable to dynamic settings such as cruise ships.

PROFESSIONAL EXPERIENCE

RECEPTIONIST AND SKINCARE ADVISOR AT SPA SATURNO [2024]

- Managed reservations and schedules, providing exceptional customer service and guidance on spa services.
- Offered personalized skincare consultations, advising clients on their skin type and recommending suitable products.
- Promoted wellness services and spa products, contributing to increased sales.
- Provided administrative support, managed payments, and maintained a welcoming and professional spa environment.

QUALITY CONTROL MANAGER DALA COSMETICS 2023 - 2024

- Supervised manufacturing processes to ensure compliance with quality standards.
- Actively contributed to the development of haircare, skincare, and body care cosmetic products.
- Coordinated with clients to interpret quality requirements and improve product satisfaction.



CONTACTO

☎ +57 3133211287

✉ lmnovoad@gmail.com

EDUCATION

Bachelor's Degree in Chemistry
University of Quindío, [2021]

Diploma in Cosmetic
Development [ECCI], [2024]

Diploma in Good Manufacturing
Practices for Cosmetics (GMP for
Cosmetics)[POLITECNICO DE
SURAMERICA], [2024]

Artistic and Facial Makeup
Workshop. [2024]

Digital Photography Workshop.
[2021]

Seminar on Healthy Habits
through Nutrition and Physical
Activity. [2019]

Communication and Customer
Service Workshop

LANGUAGES

✓ Spanish: Native

✓ English: Conversational

LUISA MARIA NOVOA DUQUE

PROFESSIONAL EXPERIENCE

COSMETICS SALES ASSOCIATE AND A PERFECT COSMETICS – [2022] TO [2023]

- Provided personalized product recommendations based on technical knowledge and client needs.
- Promoted and sold cosmetic products, achieving sales and customer loyalty targets.
- Managed inventory and resolved complaints, ensuring a positive customer experience.

PRODUCT PHOTOGRAPHER MAJESTIC – [2021] TO [2022]

- Produced high-quality product photography for marketing and promotional purposes.
- Ensured proper lighting, composition, and editing to highlight product features.
- Collaborated with the design and marketing team to align visual content with brand goals.
- Interacted with clients to understand their needs and preferences, ensuring satisfaction with final images.



CONTACT

📞 +57 3133211287

✉️ lmnovoad@gmail.com

SOFT SKILLS

- Empathy
- Active Listening
- Teamwork
- Time Management
- Customer Orientation
- Adaptability
- Positive Attitude
- Interpersonal Skills
- Attention to Detail
- Effective Communication