

Janae Kelsey

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Experienced and diligent esthetician with 8 years of experience performing skincare and hair removal treatments in luxury salons. Calming and courteous interpersonal style with a talent for striking up a fast rapport and securing repeat appointments. Expert knowledge of skin types and product pairings and qualified to administer cosmetic injectables.

Education

High School Diploma

South Central High School, Bismarck, ND
September 2012

Key Skills

- Mentoring
- Waxing
- Strong sales techniques
- Written and verbal communication
- Allergy testing
- Health and safety
- Facials, chemical peels, and microdermabrasion

Certifications

- North Dakota Esthetician License, The Salon Professional Academy, Bismarck, ND, April 2013

Professional Experience

Esthetician

Broadway Center Spa and Salon, Bismarck, ND | August 2015 - Present

- Conduct skin consultations to identify the most appropriate treatment protocol for each client
- Build a quick rapport with customers and provide attentive service, achieving an 86% repeat customer rate in 2020
- Leverage effective sales techniques to promote the salon's home product range, consistently ranking in the top 10% for additional revenue
- Train an average of 12 students and new hires per year to improve their understanding of safe chemical peel application

Esthetician

Modern Esthetics, Bismarck, ND | May 2013 - August 2015

- Performed waxes and facial treatments, maintaining a consistent customer satisfaction rate of 98%+ throughout employment
- Promoted loyalty schemes and promotional events, ranking as the most successful practitioner for client uptake in 2014
- Maintained an attractive and sanitary treatment space following the spa's infection control protocols
- Developed long-term treatment plans in collaboration with clients, reducing the drop-out rate by 65% over two years