

Lynn Spencer

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PROFILE

Knowledgeable senior esthetician with a proven track record for training and nurturing new talent. Exceptional understanding of consumer behavior with a talent for product promotion and building client loyalty. Comprehensive technical knowledge and adept at selecting the most suitable treatment protocol according to skin type.

PROFESSIONAL EXPERIENCE

Senior Esthetician

Amazing Lash Studio, Morgantown, WV | September 2013 - Present

- Act as a preceptor to local college students on their practicum placements, assessing their technical and customer service abilities and setting targets for improvement
- Mentor new hires and provide ongoing professional development training to increase their confidence applying facial treatments and chemical peels
- Generate schemes and events to promote the salon's product ranges, increasing sales by 65% over four years
- Support clients with the most complex skin conditions, performing a detailed needs analysis and devising an effective skincare routine

Esthetician

The Blennerhassett Hotel and Spa, Morgantown, WV | February 2008 - September 2013

- Provided warm and attentive customer service, achieving a 92% retention rate while increasing my regular client base by an average of 32% per year
- Applied cleansing and moisturizing facials, microdermabrasion, and chemical peel treatments on a wide range of skin types
- Promoted the hotel spa's membership scheme, securing more sign-ups than 90% of my colleagues
- Maintained a calming and tidy treatment space and performed routine sanitization to minimize infection risk

EDUCATION

High School Diploma

Morgantown High School,
Morgantown, WV
September 2007

KEY SKILLS

- Training and mentorship
- Facial treatments
- Hair removal
- Chemical peels
- Promotions and sales
- Customer service

CERTIFICATIONS

- West Virginia Esthetician License, January 2008