

Melissa Anderson

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A Salon Manager with seven years of experience specializing in operations management, team building, cosmetology, and client relations. A strong history of driving initiatives to build dynamic work cultures and enhance the delivery of beauty services for high-end clientele.

Key Skills

- Operations Management
- Upselling
- Beauty Services
- Hair Styling
- Team Leadership

Professional Experience

Salon Manager

South Bay Salon, Miami, FL | May 2018– Present

- Build, develop, and hire a team of 16 hairstylists, nail specialists, and cosmetologists, deliver training on client relations, and provide coaching and mentorship to improve service quality and increase customer satisfaction scores by 20%
- Deliver coaching on upselling techniques to improve sales for products and services by 10%-15% YOY, resulting in a \$150K increase in annual revenue
- Oversee all aspects of daily operations, manage inventory valued at \$100K, conduct scheduling, evaluate team performance, and drive process improvements

Salon Manager

Bombalo Beach Salon, Fort Lauderdale, FL | May 2016 – May 2018

- Oversaw daily operations for a premiere hair salon and drove initiatives to enhance the customer experience and improve client retention by 25%
- Managed a team of 14 cosmetologists and hair stylists, provided training on brand guidelines and sales best practices, conducted scheduling, and evaluated performance

Education

Associate of Science (A.S.) Cosmetology

Miami Dade College, Miami, FL September 2014 - May 2016

Certifications

- Licensed Hair Stylist, NIC, State of Florida, 2016