

GABRIEL A. SANCHEZ



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Carrollton, TX 75006

PROFESSIONAL SUMMARY

Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals. Seeking a position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills in all levels of the business, from Associate to Senior Management.

SKILLS

- Effective Communications
- Relationship Building
- Decision Making
- Standards Compliance
- Marketing Strategies
- Administrative Support/Staff Training
- Corporate Sales tracking/budget Daily/Weekly/ Monthly VS Yearly
- Senior Management Duties and Responsibilities
- District Manager Duties and Responsibilities

EDUCATION

John A. Logan College
Carterville, IL • 01/2009

Associate of Arts:
Cosmetology

WORK HISTORY

ULTRA HEALING HANDS (Self-Employed) (Owner) - Master Stylist /Master Esthetician/Senior Massage Therapist
Dallas, Texas • 07/2009 - Current

- Provided safe, effective and appropriate service techniques during customer appointments.
- Booked appointments, answered phones, greeted clients, handled payments and created client service tickets.
- Spoke with clients regarding health history, expectations, services and procedures for safety and customer satisfaction.
- Maintained client salon/(Skin & Body)treatment records and designed long-term care programs for return customers.
- Created marketing advertisements to increase awareness of services and boost sales.
- Maintained care products inventory and inspected equipment and selling areas for stock checks and organization.
- Coached and supervised staff by monitoring techniques and daily activities to suggest improvements.
- Grew sales with great work ethic, individualized beauty care plans and positive attitude.

ADVANCE ESTHETICS INC. - Elite Esthetic Equipment Sales
Miami, FL • 10/2018 - 07/2019

- Built relationships with customers and community to

establish long-term business growth.

- Achieved sales goals and service targets by cultivating and securing new customer relationships.
- Resolved problems with high-profile customers to maintain relationships and increase return customer base.
- Collaborated with upper management to implement continuous improvements and exceed team goals.
- Managed accounts to retain existing relationships and grow share of business.
- Exceeded sales quotas and increased profitability through effective sales strategy and business planning.
- Organized promotional events and interacted with community to increase sales volume.
- Demonstrated products to show potential customers benefits and advantages and encourage purchases.
- Created and implemented new business opportunities by utilizing strategic networking strategies.
- Maintained up-to-date knowledge of competitor products and pricing in market served.
- Encouraged cross-selling of additional products and services through relationship-building and acquired understanding of customer business needs.

P S SALON INC. - North Texas District Manager

Dallas, TX • 10/2017 - 10/2018

- Built positive and productive relationships with retirement communities leadership, client/resident families, and field leadership/staff.
- Supervised 26 salon locations to enforce high-quality standards of operation.
- Met deadlines by proactively managing individual and team tasks and streamlining processes.
- Located, developed and promoted talented employees to cultivate collaborative and hardworking leadership team.
- Coordinated with other district managers to actualize strategies for improving performance and growing circulation volumes and sales.
- Improved operational standards, personnel moves, and merchandising strategies.
- Hired and led 10 managers and supervisors for salons in retirement community organizations.
- Worked diligently to resolve unique and recurring

- complaints, promoting loyalty and enhancing operations.
- Created various selling and merchandising programs impacting bottom line performance.
- Conceptualized and implemented strategies to realign operational strategies and enhance personnel management approaches.
- Produced reports outlining financial data to assist management with making strategic plans and operational decisions.
- Boosted bottom-line profits by devising and optimizing effective sales and merchandising programs.
- Led targeted training programs to educate staff on product benefits and service capabilities.
- Worked behind the chair with full service hair clients, and in service treatment rooms providing Esthetician services and Massage Therapy treatments.

BE RELAX SPA - Spa Director

Dallas, TX • 10/2016 - 10/2017

- Implemented successful updates to operations according to latest market trends and customer preferences.
- Directed all day-to-day operations of busy location in [\[Description\]](#) area.
- Received new spa supplies inventory and restocked work areas and shelves.
- Resolved customer issues promptly to build loyalty.
- Administered payroll, accounting and purchasing.
- Recruited, hired and trained all new employees.
- Opened and closed spa according to standard procedures.
- Greeted spa guests warmly to create positive first impression of establishment.
- Recorded product sales into spa's weekly income report.
- Held individual meetings with employees to address performance issues, improve performance and boost profitability by guaranteeing excellent spa and customer service programs.
- Responded to customer inquiries or complaints.
- Maintained high functional, operational and organization levels during high-traffic hours and seasonal promotions.
- Worked with new employees to enforce account management protocols and customer service standards and optimize performance.

- Managed spa inventory by keeping detailed track of supply use and forecasting need to direct ordering processes.
- Developed and implemented marketing strategies.
- Conducted internal audits of spa finances and completed basic accounting functions to maintain accurate records.
- Coordinated facility schedules to maximize usage and efficiency.

EXHALE MIND BODY SPA - Assistant Spa Director

Dallas, TX • 05/2013 - 10/2016

- Implemented successful updates to operations according to latest market trends and customer preferences.
- Directed all day-to-day operations of busy location in [\[Description\]](#) area.
- Received new spa supplies inventory and restocked work areas and shelves.
- Resolved customer issues promptly to build loyalty.
- Administered payroll, accounting and purchasing.
- Recruited, hired and trained all new employees.
- Opened and closed spa according to standard procedures.
- Greeted spa guests warmly to create positive first impression of establishment.
- Maximized efficiency through time management and staff supervision to boost productivity.
- Recorded product sales into spa's weekly income report.
- Oversaw operations by managing activities related to Spa Full Service Treatment (Massage/Esthetician) training, treatment procedures, budget maintenance, insurance, inventory management and marketing.
- Responded to customer inquiries or complaints.
- Developed and implemented marketing strategies.
- Conducted internal audits of spa finances and completed basic accounting functions to maintain accurate records.

L'IMAGE SALONS Of DALLAS - Cosmetologist

Dallas, TX • 02/2010 - 11/2013

- Booked appointments, answered phones, greeted clients, handled payments and created client service tickets.
- Kept work areas, tools and equipment clean and properly sanitized to minimize disease transfer and health risk of shared environment.

- Attended regular trainings and workshops to maintain cosmetology license and stay current on technique and skills.
- Supported reception desk, receiving phone calls, entering appointments and collecting payments for services rendered.
- Suggested treatments and styles to suit customer appearance and fashion choices.
- Processed payments, entering sales in register for prompt customer service.
- Created marketing advertisements to increase awareness of services and boost sales.
- Built strong and lasting rapport with clients through consistent delivery of requested services and exceptional results.
- Maintained high number of return customers through precise cutting, coloring and styling of clients' hair.
- Consistently received positive performance reviews from guests.
- Shampooed, conditioned and rinsed guests' hair using salon-exclusive products while educating clients on product benefits to increase product sales.
- Offered professional cuts, color services and extensions to salon customers.
- Evaluated client needs and recommended treatments and strategy to achieve desired result, while maintaining hair health.
- Styled hair for large events such as annual fashion shows and special hair expos.
- Trained salon staff in traditional and innovative haircutting techniques and salon management.
- Educated clients about products and self-maintenance for healthy hair based on needs and preferences.