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| Michael Johnson |
| SummaryDetail-oriented salon receptionist with over 3 years of experience in managing front desk operations and enhancing client experiences. Proven ability to handle high-volume appointments and provide excellent customer service.Work Experience**Salon Receptionist Mar 2021 – Present**Chic Salon Spa Chicago, IL* Increased appointment bookings by 25% through effective communication and customer engagement strategies.
* Trained and mentored new reception staff, improving team performance and customer service ratings.

**Front Desk Associate Jan 2020 – Feb 2021**Luxury Spa Chicago, IL* Coordinated daily operations, ensuring efficient scheduling and customer flow.
* Implemented a new booking system that reduced scheduling errors by 30%.

EducationAssociate Degree: Business Administration Jan 2019*City College of Chicago**Chicago, IL*certifications* Certified Salon Professional – Beauty Industry Association – 2020
 | Contact(987) 654-3210michael.johnson@example.comChicago, IL 60601SkillsCustomer Relationship ManagementAppointment ManagementSales SkillsConflict ResolutionTeam LeadershipInventory ManagementMarketing SupportPOS SystemsCommunication Skills |