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| Michael Johnson | | |
| Summary  Detail-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%.   Education Associate Degree: Business Administration Jan 2019 *City College of Chicago**Chicago, IL*  certifications   * Certified Salon Professional – Beauty Industry Association – 2020 | Contact  (987) 654-3210  michael.johnson@example.com  Chicago, IL 60601  Skills  Customer Relationship Management  Appointment Management  Sales Skills  Conflict Resolution  Team Leadership  Inventory Management  Marketing Support  POS Systems  Communication Skills |