

## **Anna-Marie Occomore CV**

**D.O.B: 28/09/1996**

**Contact number: 07498327214**

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### **Personal profile**

I am a hardworking, honest individual. I am a good time keeper, always willing to learn new skills. I am friendly, helpful and polite, have a good sense of humour. I am able to work well both in a team environment as well as using own initiative, and am able to work well under pressure and adhere to strict deadlines. I have experience working within the retail sector and the hairdressing industry.

### **My career objective**

I am looking for a full/part time position and be part of a team and invoke on a new career path.

### **Key skills and Experiences**

- Strong communication skills
- Experience of customer service
- Money handling experience
- Excellent team player

### **Career history:**

#### **Receptionist- Taylor's hair and beauty.**

**September 2017- December 2017:** Towards the end of my pregnancy I became the salon receptionist my duties included,

- Warmly greet clients, walk them to the proper cutting station and inform assigned stylist of their arrival
- Book and confirm appointments via phone and email
- Process transactions (cash and credit cards) and issue receipts
- Offer beverages and chat with clients who are in the waiting area
- Welcome walk-ins, answer questions about services and schedule appointments based on availability
- Inform clients about new services and discounts
- Cross-sell services and products when appropriate (e.g. through informative brochures and gift cards)
- Update client records with contact and billing details, appointments and services offered
- Manage our call center
- Maintain a tidy reception area
- Order and create business cards, posters, brochures and stationery as needed

#### **Taylor's hair and beauty**

**May 2013-September 2017:** I completed an apprenticeship with Taylor's and was awarded a Level 2 NVQ Diploma in hairdressing. Since completing my NVQ (13/05/15) I have been working on the salon floor as a graduate stylist, gaining experience and building up my clientele.

**Duties included:**

- Making tea and coffee
- General cleaning of salon
- Assisting customers
- Cutting/colouring/styling both men and women's hair
- Reception and administration work
- Working my own individual column
- Stock checks

**Hmv uk limited**

**May 2012-June 2012:** I completed 2 week work experience from school as a stockroom/shop floor assistant.

**Duties included:**

- Labelling merchandise
- Checking stock
- Displaying merchandise
- General cleaning
- Assisting customers.

**Education and training:**

**GCSEs.                   Forthill Community School                   September 2008-May 2013**

Maths-English-French-Geography-ICT-Art

**ONAT.                   Forthill Community School.**

Science awarded 3 merits

**FSKL/L2.           Forthill community school.**

**English reading:** P

**English writing:** P

**English L2:** P

**English speaking:** P

**Maths L2:** P

**ICT:** P

**Reference**

Mrs Janis Taylor, owner of Taylor's hair and beauty.  
01256 461333

