

LAURA WILKINSON

CONTACT



10 Otley Road, Menston, Menston,
Ilkley, West Yorkshire LS29 6EE



07958359133



loz6182000@gmail.com

CORE QUALIFICATIONS

- Effective managerial techniques
- Customer service
- Time keeping
- Day management
- Able work fast paced environment
- Manager experience
- Ability learn new skills
- Experienced 12 years + dealing Customer facing
- Customer service communication
- Hard working long hours
- Time keeping working effectively as part of a team.

Customer communication experience in the industry with strong history of leading high-performance teams to meet or exceed objectives. Dedicated and hardworking with internal drive to deliver excellence. Tactical team builder with strong background in training and team development. Also exceptional leader talented at customer service, managing a team and increases profits of a business . Technically-savvy with outstanding relationship building, training and presentation skills. Accomplished hairdresser, expert in providing effective and efficient hairdressing services. Dedicated to self-development, ensuring consistent best practice and first-class results. Highly ambitious individual with background in sales, marketing and driving . Expertise in market analysis, forecasting and client needs assessments. Client-focused Sales Representative with 12+ years of providing solutions to customers. Solid understanding of the hairdressing and sales industry and retail to generate a profit and have a successful business. Top producing sales professional and expert in the retail industry. Dynamic communicator who consistently exceeds goals and company expectations. Experienced manager professional with strong leadership and relationship-building skills. Passionate hairdresser offering 12+ years of expertise in the smooth running of a business. Reliable hairdresser bringing 10+ years of hairdressing experience and expertise. Focused on the development and progression of increase sales through consistent hard-work, passion and determination to succeed. Passion to be driven self motivated interesting in driving career wise ambitious and hard-working. Transportation enthusiast effective in delivering packages on time and in great condition. Reliable with outstanding interpersonal and time management skills. Seeking new Driver role where hard work and dedication will be highly valued.

EXPERIENCE

December 2022 - Current

Delivery Van Driver Afs, Leeds, Yorkshire

- Loaded vehicle, properly securing items to prevent load shifting and damage during transportation.
- Met and surpassed productivity targets and quality standards.
- Notified management of vehicle safety concerns and issues.
- Obtained signatures on invoices and credits to maintain compliant documentation.
- Followed scheduled routes, meeting expected turnaround goals 4 minutes ahead of schedule.
- Drove motor vehicles safely and in line with UK Highway Code.
- Performed regular vehicle checks before, during and after each scheduled delivery, meeting strict safety protocol.
- Reviewed over 91 daily delivery documents and orders, reporting any errors or discrepancies on delivery documents to supervisor.
- Inspected and maintained gas, oil and water levels as well as tires, lights and brakes.
- Handled merchandise carefully to provide safe delivery.
- Checked vehicle's fluid levels and tyre pressure, promptly scheduling any required repairs.

- Worked in temperature-controlled environments, implementing appropriate safety precautions.
- Guaranteed proper storage of products in line with temperature, cleanliness and security regulations.

July 2021 - Current

Driver Wincanton, Doncaster

- Training be class 1 driver
- Apprenticeship
- vechile checks
- Loading vehicle
- Completed reversing cpc 4
- Online learning
- Admin transport office

June 2022 - August 2022

Driver Argos, Leeds, West Yorkshire

- Delivered parcels with another driver
- completed vans check
- Completed learning education online

January 2017 - March 2020

Senior hair stylist manager Laura Wilkinson hair, Leeds, West midlands

- . managing own business accountants stock take
- .built up a lot of clients doing all aspects of hairdressing extensions cutting colouring hair.
- .ordered stock and maintaining constant stock flow.
- . exceptional customer services skills after building up for 8 years +
- . professional phone manner and organisation skills.
- .keeping the salon area clean and tidy .
- .selling some retail
- .up scaling services to generate a higher income.
- .working as a team player in a salon environment with other staff.
- . dealing with customer complaints and dealing with any issues professionally and well.
- . managing time well and time keeping.
- . dealing with admin work and keeping up to date.
- .

August 2012 - December 2016

Senior Stylist Red hair salon, Leeds, West Yorkshire

- . building up a lot of clients doing hair colouring cutting
- . managing junior staff and training them.
- .managing salon for weeks with salon owner away till lock up salon manage stock levels and retail.
- .kept advertising to get new clients and actively making signs for out side the business.
- . recommending clients products and turning over a lot of retail on a weekly basis.
- . dealing with all customer issues and delivering good customer service.
- .going on training courses increase knowledge and grow as a business.
- . kept salon clean and tidy .
- . maintained a professional image presentation and good time keeping.
- . didn't have any sick days unless hospitalised which didnt happen.
- . showing good leadership skills and communication with clients in a fast paced enviroment.

March 2010 - July 2012

hair stylist Jefferson hair salon, Horsforth, West Yorkshire

- Delivered an exceptional level of service to each customer by listening to concerns and answering questions.
- Maintained smooth operations of the salon through effective and efficient time keeping doing clients hair and cleaning the salon .
- Up scaling services to increase profits of the salon .
- Managing junior staff cleaning and maintaining a good salon environment.
- Helping customers with any queries
- Selling retail on commission meeting targets.
- Exceeding expectations with my good work ethic.
- Worked well in a big team of team of staff.
- Maintaining stock levels doing a stock check often.

March 2010 - September 2010

Sales Assistant Part Time *The Factory Shop*, Ilkley, West Yorkshire

- Maintained a consistently clean, tidy and welcoming environment with enticing visual displays.
- Ensured good stock levels were maintained, regularly replenishing all stock electrical items food stock clothing and heavy items from stockroom as required.
- Encouraged add-on sales by promoting new stock and additional accessories to increase retail food profits.
- Utilised my knowledge and expertise to advise customers on stock purchase choices.
- Managed cash and card transaction at the till, ensuring an accurate and efficient cashing up service at close of shift.

August 2009 - February 2010

Junior Hair Stylist *Cutting house* , Otley, West yorkshire

- Managed the smooth operation of the salon through cleaning keeping a safe workplace.
- Managing my own clients appointments
- Booking in clients over the phone.
- Dealing with unhappy customers gained experience customer facing dealing with all different people.
- Working as a team and doing training often.
- Stock check maintain correct levels of retail and colours to ensure the salon runs smoothly.

September 2008 - January 2009

Junior Stylist *Yazz hair salon* , Leeds, West Yorkshire

- Grew client base through continued levels of outstanding service, such as cutting and colouring , blow drying clients.
- Maintained a clean workplace
- Answered the phone booking in clients
- Did training on evenings and built up clients and experience hairdressing.

June 2008 - September 2008

Junior Hairdresser *Benson and Hefti*, GUIESLEY, WEST YORKSHIRE

- Grew client base through continued levels of outstanding service, such as training and developing skills learned.
- Achieved additional revenue by doing clients hair training.
- Maintained smooth operations of cleaning the salon through effective and efficient team work.
- Carried out day-day-day stock check duties accurately and efficiently.
- Improved client communication skills through consistent hard work and practise dealing with customers often. .

January 2005 - July 2005

Junior Assistant *classique hair salon*, Burley in Wharfedale, west yorkshire

. cleaning the salon maintaining a safe work environment
.shampooing clients hair

EDUCATION

2015

NVQ Level 1 Nvq level 4 advanced barbering

Woodspeen training collage, Bradford

Nvq level 4 advanced barbering techniques

2013

NVQ Level 1 Nvq level 3 hairdressing

Woodspeen training collage, Bradford

Nvq level 3 advanced hairdressing gained city and guilds verified.

2010

NVQ Level 1 NvQ level 2 beauty therapy

park lane collage, Horsforth , Leeds

Nvq level 2 in beauty therapy gained city and guilds verified.

2009

hairdressing level 2 nvq

park lane collage , Horsforth , Leeds

Nvq level 2 in hairdressing verified by City and Guilds.

2007

GCSE

St marys , School in Menston , leeds

Grades from school GCSE

Maths : C

English: C

Geography: C

Drama: C

R.e: B

Food tech: C

