

CASSANDRA F. BACH

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LICENSED ESTHETICIAN

Empathic, client-focused practitioner combining recent esthetician training and licensure with 10+ years' experience providing exemplary service and customer attention in diverse industries. Skilled in applying effective modalities in delivering customized therapeutic treatments. Quick to forge strong and trusting client relationships across diverse socioeconomic and cultural populations.

- ◆ **Collaborative.** Skilled in broad range methodologies and modalities. Proficient in carefully identifying client needs and defining individual needs and long-term goals.
- ◆ **Attentive.** Adept in assessing circumstances, formulating appropriate action, and establishing effective benchmarks.
- ◆ **Adaptive.** Insightful collaborator, precise in selecting appropriate techniques in achieving relaxed and rejuvenated clients.

RELAX | CLEANSE | EXFOLIATE | MASSAGE | MOISTURIZE

CAREER NARRATIVE

Esthetics Training 2020-Present

Entered certification program 2-months prior to statewide COVID-19-related shutdowns and restrictions. Navigated difficult transition from hands-on training and in-person client interaction to remote learning scenarios and earned licensure despite pandemic challenges.

Provided esthetic salon services – facial, microdermabrasion, and waxing services for school-sponsored facility. Gathered detailed patient preference, skin routine, and allergy information, selected products, and determined best products for individual client goals. Learned and implemented 10-step skin exfoliation and rejuvenation process and educated clients regarding general and after-procedure skincare. Sought out by salon clients based on exemplary service provided.

- **Built repeat and referral clientele, quickly.** Encouraged next-visit scheduling and upsold products and procedures based on client needs and skincare goals. Partnered with and pampered clients. Established trust.
- **Met sanitization, sterilization, and infection control protocols.** Protected clients and ensured safe interactions by thoroughly cleaning workstations and instruments between appointments. Adapted to meet COVID-19 mandates.
- **Amassed skin care expertise** and became familiar with available products. Performed up-close skin evaluations and suggested complementary products and procedures to best deliver improved skin condition and vitality.

Professional Break 2016-2020

Stepped away outside obligations and focused on aspirational goals and personal growth.

Complete Comfort Services, Wilmington, NC

Bookkeeper 2009-2016

Managed office operations, payroll, invoicing, billing, collections, and customer service for HVAC business, part-time. Followed-up on incoming materials. Researched and resolved customer and vendor issues.

EXPERTISE OFFERED

Customer-Focused Client Interaction
Communication & Listening Skills
Sanitization, Sterilization, & Infection Control Protocols
Client Education & Consultative Upselling
Total Body Care Protocols & Modalities
Building Client Trust & Ensuring Comfort

PROCEDURES

Waxing
Facials, Traditional & Galvanic
Cosmetic Electrotherapy
Makeup Application
Microdermabrasion
Brow Tint & Lamination
Lash Lift
Microblading
Ombé Brow

CERTIFICATIONS

The Beauty Bar Academy, Raleigh, NC
Ombé Brow Artist 2021
Microblading Artist 2021

Bellanina Institute, Ann Arbor, MI
Facelift Massage 2021

SPECIALIZED TRAINING

Cape Fear Community College, Wilmington, NC
Esthetics Certificate Program 2020
Completed 600+ hours skin care education and required classroom work

LICENSURE

Licensed Esthetician in North Carolina
Licensed Tattoo Artist in North Carolina

“P.S. Always make room for more beauty in your life.”

Steve Grant, Periodontist, Wilmington, NC

Administrator 2009-2011

Managed front office operations for board-certified periodontist. Outlined procedure quotation and financing options for patients and occasionally assisted with surgical procedures. Pre-screened applicants, participated in interview and training processes. Kept office staff apprised regarding new materials, procedures, and protocols. Soothed frightened patients and made normally anxiety-inducing procedures as pleasant as possible.

Foster E. Bland DDS, Covington, OH

Dental Assistant / Receptionist 2001-2009

Provide chair-side assistance and managed office operations and scheduling for sole-practitioner dental office. Assisted with 8-10 appointments daily; took radiographs, made oral appliances, molds, and temporary crowns, and assisted dentist during procedures in addition to office administration duties, including invoicing, vendor payments, procedure financing, and recall reminders. Advanced from receptionist to dental assistant quickly based on aptitude in learning new and intricate procedures. Sterilized and sanitized exam rooms between patients.

- **Calmed nervous patients.** Patiently explained procedures, answered questions, and helped quell fears.

CAREER BACKDROP

Developed solid customer service skills through one-on-one client interactions. Honed active listening skills and developed situational de-escalation capabilities working in diverse industries for 8 years.

Tim H. Gainer, MD, Troy, OH

Receptionist / Technician (2 years)

Handled patient check-in, surgical scheduling, pre-authorizations, transcription, and daily administrative tasks for busy ophthalmology clinic. Expanded role to include technician duties based on overall competencies. Performed routine cataract and vision testing and answered patient questions and concerns in advance of scheduled surgical procedures.

- **Worked closely with patients** in selecting and fitting eyeglasses. Paired function and aesthetic resulting in satisfied patient and effective vision correction.

Buckeye State Insurance, Piqua, OH

Assistant Underwriter (3 years)

Promoted from support role to policy processing to underwriting based on quality of work delivered in each role for property and casualty insurance firm. Researched variables, performed risk assessments, and assembled best policy for individual client circumstances. Processed new applications and maintained current policy mainframe database.

- **Communicated daily** with outside sales agents and helped investigate and resolve emerging issues.

50/50 Inc., Columbia City, IN

Expediter / Customer Service Representative (1.5 years)

Advanced quickly from receptionist to customer service role supporting 60 distributors for modular T-slot aluminum framing manufacturer. Partnered with production in prioritizing and meeting customer required delivery schedules. Fortified customer loyalty with attentive service and rapid resolution to emerging issues. (Offered role with OH distributor based on exemplary service delivered, after announcing IN to OH relocation plans.)

- **Relied on to train** new order entry and customer service employees regarding company policies and procedures.
- **Partnered with distributors** in ensuring correct product specifications, selection, and application.

Bob's Inn, Fort Wayne, IN

Assistant Manager (1.5 years)

Managed shift operations and 24-hour, on-call maintenance as assistant manager and night auditor for 65-room, regional hotel chain. Scheduled and managed 20 housekeeping and maintenance employees and handled facility payroll, accounts receivable, and accounts payable (AP / AR). Interacted with guests, resolved issues, and optimized guest experience.

EDUCATION

International Business College, Fort Wayne, IN
Associates of Applied Science (AAS) Office Administration