

# Olivia Harrington

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London, United Kingdom

## Work experience

### Senior Hairdresser

2019 - Present  
London

Consult with clients, understand hairstyle preferences, and offer expert advice. Ensuring high levels of satisfaction. Perform diverse hair services such as colouring, styling, and chemical treatments. Lead a team of 5 junior stylists and apprentices, fostering professional development and cohesive teamwork. Maintain a clean and organised work station, upholding a professional and inviting environment for clients.

- Implemented personalised consultation techniques and improved customer engagement, resulting in a substantial 25% increase in client retention rates over a six-month period.
- Successfully introduced and promoted premium hair treatment packages, contributing to a significant 20% growth in salon revenue within the first quarter of implementation.

Chic Coiffure

### Hair Stylist

2017 - 2019  
London

Executed diverse hair services, addressing individual preferences and hair types. Collaborated on customised hairstyles for events. Maintained a clean, organised work area in line with salon standards. Cultivated enduring and positive client relationships, aiding in salon management duties, effectively managing salon duties to enhance overall customer experience.

- Designed and created customised hairstyles for special occasions, resulting in a remarkable 30% increase in event bookings, including weddings, parties, and photoshoots.
- Developed lasting relationships with clients, resulting in a remarkable 40% repeat business rate, demonstrating exceptional customer satisfaction and loyalty.

Urban Looks

## Personal profile

Highly skilled and creative hairdresser with over 5 years of experience in delivering exceptional hairstyling services to clients. Proficient in a wide range of hair techniques, up-to-date with the latest industry trends, and dedicated to providing exemplary customer service.

## Skills

Hair Cutting and Styling  
Product Knowledge  
Client Consultation  
Time Management  
Client Relationship Building  
Team Leadership and Training

## References

Available upon request

## Education

NVQ/SVQ Level 3 Hairdressing (Full time), 2017  
NVQ/SVQ Level 2 Hairdressing (Full time), 2015