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| Tracey Howley  Email: [Tjh972@icloud.com](mailto:Tjh972@icloud.com)  07974 363370 |

Personal Profile:

A highly motivated, passionate individual, with over 20 years’ customer service experience, working with the general public, being part of a team and taking pride in achieving excellent standards in all interactions with people. I have excellent interpersonal skill, gained in the many years of my career.

Career to date:

1998 – Present:

Salon 16 Hair & Beauty Salon – Business Owner/Head Stylist

This is my own business, after working for 17 years as a mobile stylist specialising in colouring, working around raising a family, I set up a shop based Business.

Key Responsibilities:

Day to day running of the business – Accounting, Invoicing, Bank Reconciliation

Head Stylist

Responsible for 3 other members of Staff

Stock Rotation

Running an effective and efficient Appointment System

Planning Effective marketing campaigns

Key Achievements:

Building the Salon business from zero, in an area of Warrington, I had not previously worked within – following research into the area.

Achieving a salary from year one.

Employing 3 members of the staff.

Whilst being self employed as a freelance hairdresser, I was awarded the Thorn Cross barber contract.

1999 – 2002

Marks & Spencer – Customer Service/Complaints Handler

Key Responsibilities:

Handling high volume of both inbound and outbound customer calls, working to strict M&S working guidelines. This was a very demanding role, due to the expectations M&S set to its customer base.

Key Achievements:

Achieving set targets on a monthly basis

Awarded bonus on a regular basis after achieving targets.

1990 – 1999

Hair Razer – Stylist / Assistant Manager

Key Responsibilities:

First role as a stylist after qualifying

Building a regular clientele into the business, ensuring all the clients requirements were met, in all aspect of hairdressing.

Worked as assistant manager in the Managers absence/holiday

Key Achievements:

Built up a full time clientele, which added value and revenue into the business.

Worked up to Assistant Manager

Gained experience in management role

Education

Chester University – September 2002 – June 2003

First year of Teaching Degree – Pass

Warrington Collegiate January 2002 – June 2002

Level 3 Hairdressing – Passed with Distinction

Warrington Collegiate 1989 – 1990

Level 2 Hairdressing – Passed with Distinction

Secondary Education – Woolston High School 1983 – 1988

GCSE Attained in the following:

Mathematics – Grade B

English Literature – Grade C

English Language – Grade B

History – Grade C

Chemistry – Grade C

Art – Grade C

Reference:

Lisa Fogg CIPD Margaret Leid

PA to Chairman & CEO Director

Village Hotel Club Cheshire & Merseyside Cardiac Network

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