

Trudie Madden

Personal

Name
Trudie Madden

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Creative, committed, licensed hairdresser with 10+ years professional experience in hair styling and related beauty services in an upmarket beauty boutique. Thrive in a customer-facing role involving building client relationships and providing excellent customer service. A knack for accurately interpreting client preferences and meeting their expectations. Hairstyling experience includes expertise in color techniques, advanced cutting methods, hair health and care, high-quality hairstyling, and beauty service. Business management, supervising 5 junior stylists, and expenses and revenue. Initiated social media hair care pages that improve customer engagement and have resulted in 52% additional revenue month over month for the past 2 years.

Work experience

Senior Hairstylist Feb 2015 - Present

Beautiful Transformation Hair Boutique, Winterville

- Seeing an average of 5 female or 10 male clients daily.
- Discussing client hair styling requirements, problems, and expectations.
- Mixing and applying color using various techniques to achieve desired results.
- Advanced cutting techniques in line with the latest hairstyles and trends.
- Using different methods to dry and style hair according to customer wants.
- Attaching hair accessories and extensions, including for special occasions.
- Doing hair treatments for hair health and treatment of scalp conditions.
- Eyebrow sculpting, coloring, lamination, and microblading.
- Managing 5 junior stylists and the quality of equipment and hygiene on the salon floor.
- Balancing daily, weekly, and monthly revenue and expenses and calculating commissions.
- Building longstanding client relationships through exceptional customer service.
- Engaging with existing and potential clients on social media pages.
- Discussing hair health and care with clients who have damaged hair or who have physical health issues, including pregnancy, and recommending suitable hair products and treatments.

Skills



Education and Qualifications

Master Stylist 2010 - 2013

North Carolina Beauty School, Wilmington

References

Lesley Smith Beautiful Transformation Hair Boutique
(252) 100 0000
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