

# BRITTA GLEASON

(949) 632-2069  
[brittagleason@outlook.com](mailto:brittagleason@outlook.com)

28520 Wood Canyon  
drive #128, Aliso Viejo  
CA 92656

Dedicated professional with demonstrated strengths in customer service, time management and trend tracking. Excellent at troubleshooting immediate problems and building successful solutions. Strong verbal and written communicator with experience in cultivating positive relationships and exceeding goals.

Authorized to work in the US for any employer

## **Work Experience**

### **Hand & Stone Massage and Facial Spa**

*Costa Mesa, CA June 2022- Present*

- Licensed Esthetician
- ***Selling and working with product lines Dermalogica , Clarity RX and Image***

### **Guest Experience Expert**

*The Ritz-Carlton - Dana Point, CA December 2021 to June 2022*

- Ladies and Gentlemen are deeply committed to providing impeccable service— to go above and beyond to bring unforgettable moments to life
- Ladies and Gentlemen serving Ladies and Gentlemen
- ***Trained in Forbes fine hotels and resorts etiquette***

### **Sales Associate**

*Ashley Furniture HomeStore - Laguna Hills, CA July 2021 to December 2021*

- Sales associate with educated selling techniques

## **The Cheesecake Factory**

*Mission Viejo, CA September 2017 to February 2021*

- Server
- Always upheld the customer service satisfactory of The Cheesecake Factory

## **Esthetician**

*Facialworks Orange County - Laguna Niguel, CA 2018 to 2019*

- 50 minute facials at a new concept facial bar

## **Waxologist**

*LunchBOX (A WAXING SALON) - Laguna Niguel, CA April 2016 to October 2017 ]*

- Provided facial and body skincare waxing treatments.

## **Wax specialist**

*European wax center 2013 to 2016*

## **Server**

*Lucilles BBQ 2007 to 2015*

## **Server**

*Yardhouse - Irvine, CA 2013 to 2014*

## **Education**

Athena beauty college

Saddleback Community College

Aliso Niguel High School

## **Skills**

- Wax specialist (5 years)• Make up artistry (2 years)• Customer Service Skills (10+ years) • Esthetician (12 years) Trained in Fine hotels and Resorts etiquette

## **Certifications and Licenses**

Esthetician license

## **Assessments**

Customer focus & orientation — Expert

*April 2021*

Verbal communication — Highly Proficient

*April 2021*