



# Alyssa Ameneiro

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## BIO

Experienced hairstylist with a strong background in customer service, sales, marketing, and relationship building. Skilled in communication, problem-solving, and multitasking. Eager to apply my transferable skills in a new career path, with a focus on growth and contributing to a dynamic team.

## EXPERIENCE

### AC Hotel Galleria, Dallas, TX. — *Guest Service Agent*

MARCH 2024 - PRESENT

Handled guest reservation inquiries, ensuring a smooth and efficient experience. Managed phone calls, and collaborated with housekeeping and maintenance to resolve issues.

### Johnny Rodriguez, Dallas, TX. — *Hair Specialist*

AUGUST 2024 - PRESENT

Ability to stay updated on trends while also delivering timeless classic styles. Expertise in cutting, coloring, and styling a wide range of hair types and textures.

### Avalon Salon and Spa, Dallas, TX. — *Master Hair Colorist*

## SKILLS

### - Effective

#### Communication:

Strong verbal communication.

### - Software Management:

Proficient in using scheduling software and handling requests and changes efficiently.

### - Conflict Resolution:

Skilled in diffusing tense situations and turning potentially negative experiences into positive outcomes.

### - Sales Techniques:

Proven ability to upsell services, products, and retail items to meet sales goals.

### - Sanitation & Safety:

Adherence to health and safety standards, ensuring a clean and safe environment for clients.

### - Social Media Knowledge & Marketing:

Knowledge of social media platforms (Instagram, Facebook, TikTok) to showcase work, engage with clients, and promote the business.

### - Client Retention:

Expertise in using loyalty programs and customer follow-up to encourage repeat visits.

### - Market Analysis:



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NO THANKS

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Ability to assess the competition and adapt strategies to attract and retain customers.

**La' James International, Des Moines, IA. —**

*Cosmetology*

APRIL 2013 - SEPTEMBER 2013 | 2100 hours

**Pivot Point International Academy, Chicago, IL.  
— *Cosmetology***

FEBRUARY 2012 - FEBRUARY 2013 | 1500 hours