

LAUREN BELL

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Self-motivated creative thinker, well versed in the utilization of diplomacy and collaboration, seeking an opportunity that allows the facilitation and exchange of ideas and to deliver high performance results, in an environment that applies my education, background in fashion, and years of customer service experience.

EDUCATION

AVEDA ARTS & SCIENCES INSTITUTE HOUSTON: est. September 2025; October 2024 Student of the month
TEXAS STATE UNIVERSITY: *August 2023*; Bachelor of Science - Digital Media Innovations, Fashion Merchandising minor

WORK EXPERIENCE

JOEY UPTOWN, Guest Service Associate, Houston, TX: *September 2023- February 2025*

- Professionally greeted clientele, ensuring positive dining experience, including complimentary sparkling wine service, answering phones, scheduling reservations, monitoring, and maintaining seating chart; and collaborating with servers, events coordinators, managers and kitchen staff to ensure establishment is running smoothly.
- Effectively multitasks during high-volume, fast-paced operations.
- Extension of leadership

AMAZING LASH STUDIO, Lash Consultant, New Braunfels, TX: *September 2022– June 2023*

- Professionally greeted customers, ensuring exceptional client service; effectively opened and closed studio, scheduled appointments, and responded to email and phone inquiries in a professional manner; accurately communicated membership and pricing options; and successfully applied conflict resolution and problem-solving skills to resolve customer concerns. Escalated when appropriate.
- Sold the most memberships in the month of October 2022.

URBAN OUTFITTERS, Sales Associate, Austin, TX: *August 2021- August 2022*

- Provided exceptional customer experience including greeting customers, guiding clientele to desired merchandise locations, and assisting with product selections and payment transactions; and modeled merchandise for full-time posts and video reels.
- Achieved 70% success rate in registering customers for UO Rewards customer loyalty program.
- Selected as a contributor for UO Austin's Instagram account.
- Selected for UO's global Instagram campaign for Fall 2021/Back-to-School marketing program.
- Selected for "Rockstar of the Month" for November.

SKILLS: HTML & CSS, Microsoft Office, Adobe InDesign & Illustrator, Social media marketing, Retail space floor-setting, Merchandising, and point of sale software, Communication, Creative & Critical Thinker, Client Focus