

Rose-anne Bozanic Grima

Contact

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Skills

Client satisfaction-driven

Interpersonal and client communications

Team leadership and collaboration

Accomplished manager

Sales Reporting

Coaching and mentoring

Trained in consumer marketing

Opportunity creation

Languages

English

Maltese

Entrepreneurial and energetic Relationship Manager with over 20 years of experience in sales and service roles working for top Hair & Beauty companies and managing Shopping Centre Exhibitions for Real Estate investment services. Recognized as the top producer in sales, providing exceptional level of customer service and relationship building.

Strong history of client acquisition and consistently delivering excellent results in fast-paced environments I have made significant contribution to company productivity and profitability.

Skilled in working under pressure and adapting to new situations and challenges to best enhance the organizational brand.

Work History

2017-07 -
Current

Client Relationship Manager

Midas Property Solutions, Bella Vista, NSW

Providing a superior level of client service, take ownership of all customer requests and follow through to ensure customer satisfaction.

Providing regular input about customer investment request and needs

Dealing with customer enquiries where possible

Follow up with clients and business partners

Welcome, greeting and answering customers' questions about specific products/services at the Shopping Centre exhibitions

Scheduling, rescheduling, and canceling client appointments as required.

2012-02 -
2017-06

Self Employed

Belle Hair Studio, The Ponds, NSW

- Providing all services offered by the salon, which includes hair cutting, colouring, perming and styling.
- Created memorable customer experiences, adding bonus services such as head and neck massages during appointments.
- Monitoring salon supplies and equipment and ordering new stock as needed.
- Managed website product orders.
- Creating and distributing promotional marketing

material to attract new clients.

- Processing clients' payments and maintaining accurate financial records.
- Ensuring that the salon is clean and well-maintained at all times.
- Managed and maintained a large client base consisting of 100+ personal clients
- Worked with customers to understand needs and provide excellent service.

2011-02 -
2012-01

Senior Stylist

ARKON HEALTH - Hair Loss Clinic, Castle Hill, NSW

- Scheduled customer appointments and rearranged individual time slots to meet demand.
- Counted and documented opening and closing cash amounts daily.
- Created memorable customer experiences, adding bonus services such as head and neck massages during appointments.
- Determined appropriate hair loss treatments based on conditions and textures.
- Trimmed, cut and shaped hair and hairpieces based on customer preference.
- Managed website hair loss products orders

2010-02 -
2011-02

Senior Hair Stylist

Lattouf Hair Spa , Rouse Hill , NSW

- Consulting with clients on stylistic options for their hair.
- Listening to clients' needs to determine their preferences.
- Describing different hair care products and their benefits.
- Shampooing, cutting, coloring, and highlighting hair.
- Performing scalp treatments.
- Acting as salespersons to sell clients hair care retail products.
- Building a personal relationship with clients to ensure return visits.
- Adhering to salon safety and cleanliness standards.
- Managing bookings and welcoming clients into the store.

- Keeping updated on hairstyle trends and styling methods.

2001-06 -
2010-01

Hair Salon Manager

HAIR TRADERS , Castle Hill, NSW

- Lead the salon staff team in providing excellent services and maximizing salon profit
- Manage day-to-day operations of the salon including opening and closing procedures, staff behavior and customer intake procedures
- Interview, hire and train salon staff in procedure, policy and health regulations
- Schedule staff to ensure adequate coverage for the salon's needs
- Resolve customer complaints and provide solutions to staff disputes
- Account for and report profits and expenses of the salon
- Prepare and maintain sales, inventory and customer reports
- Manage inventory salon products by maintaining records of stock quantities on hand and ordering replacement items
- Consistently received positive feedback from guests on performance reviews.
- Managed cash flow, business transactions, banking and accounting processes.
- Controlled inventory by tracking expenses, purchases and shelf stock.

Education

1984-01 -
1990-06

High School Diploma

Junior L - Malta

HIGH SCHOOL CERTIFICATE

1993-09 -
1995-06

Hairdressing

Shades of Beauty - Malta

DIPLOMA IN HAIRDRESSING

2000-02 -
2001-07

Hairdressing

TAFE-South Western Sydney Institute - Sydney
Post Trade - Cut/ Design & Chemical Application

2001-07 -
2002-05

Hairdressing

GOLDWELL - Designer, Lightening & Correction - Sydney
DIPLOMA

2007-04 -
2007-05

Salon Advantage Management Course

Presenter-Neil Osborne - Sydney

- Professional development completed in Salon Management

2010-09 -
2010-10

NSW Education & Training Accreditation

W G Learning Pty Ltd - Sydney
Certificate III in Retail

2011-02 -
2011-11

Hair Loss

ARKON HEALTH HAIR CLINIC - Sydney
Trichology on job training