



# Chyna Miller

Beauty Customer Assistant, assistant account manger, account manger, key holder

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## Languages

English (Fluent)

## About

Experienced in retail beauty, delivering personalised services and achieving sales targets. Skilled in customer service, product demonstrations, and managing counters. Proven ability to adapt across premium department stores, outlets, and high street environments. Passionate about luxury beauty trends and client satisfaction.

### BRANDS WORKED WITH

Selfridges

Beauty outlet Wembley

Smashbox Cosmetics

Boots - Benefit Cosmetics

Elemis Johnlewis Brent

Space NK

## Experience



### ● Keyholder

Space NK | Mar 2021 - Apr 2023

The duties of a key holder typically include opening and closing a business, ensuring security measures are in place, responding to alarms or emergencies, and managing access to the premises. Key holders are responsible for safeguarding keys, maintaining the security of the property, and following protocols set by the organization.

My role involved providing personalized beauty advice, recommending high-end products, and creating exceptional experiences for clients. I also stay updated on beauty trends, conduct product demonstrations, and build long-lasting relationships with customers to meet their luxury beauty needs.

### ● cross Assistant Manager.March2020-present

Elemis Johnlewis Brent | Mar 2021 - Mar 2022

- Meeting & greeting potential customers ensuring traffic stopping is used to full potential -Admin task set by Area managers -setting up targets for the day with an incentive to ensure the team feel rewarded and appreciated Organizing events and collaborating with luxury brands -hands on personalized treatments to meet the clients needs -booking in and upgrading appointments -effectively handling customer complaints in a professional manner Overall delivering a premium services to all customers ensuring there needs and wants are met.

### ● In store customer assistant

Beauty outlet Wembley | Apr 2019 - Nov 2019

- Daily tasks of assisting clients with product selection and demonstration. This includes but is not limited to; foundation matching, skin care regime, and identifying skin concerns.
- Greet customers and welcome them to the store
- Stock checking and target setting

### ● Counter manager

Smashbox Cosmetics | May 2018 - Dec 2018

Managerial role consisted of:

- Target forecasting and strategic planning, in order to meet sales targets and reduce deficit on counter.
- Rota planning and staff organization, including but not limited to, mentoring, basic training, progress tracking and maintaining strong relationships by offering support.
- Participating in conference calls, and liaising with other local counter managers to exchange ideas to further grow the brand, and push products.
- Quarterly reviewing of, paperwork and business planning
- Administrational tasks, set directly by line managers

### ● beauty consultant

Boots - Benefit Cosmetics | Nov 2014 - Mar 2018

- Promoting and selling, Makeovers, Skin care analysis, Eyebrow consultation, Product promotions and Ensure all customers receive the 'Benefit Experience' of well-rounded excellent customer service.
- Managing the Benefit counter in Debenhams in various locations.
- Money handling, Promoting and selling beauty products, Weekly and monthly target setting.
- Ensuring the counter is run efficiently and effectively. Selling products at every opportunity. Making sure all targets are reached and Handling customer comments and complaints in a professional manner.
- Working alongside well-known makeup company's including Barry M, Kensington Olympia.

## **Education & Training**

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- **London College of Beauty Therapy**  
(Diploma),