

# Vivien Haylie

Beauty and Fragrance Consultant

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## Languages

English

## About

To join a well renowned beauty retail establishment allowing me to showcase my product knowledge, creativity, leadership, make - up artistry skills and utilising my deep understanding of skincare products and techniques to educate, empower and build client confidence. All while consistently achieving sales objectives and challenging myself. Having extensive knowledge of the beauty industry I look to develop talent and contribute to the success of your company.

### BRANDS WORKED WITH

Bespoke Solutions 4 U

CHANEL

The Body Shop

## Experience



### ● Customer Consultant

The Body Shop | Oct 2021 - Dec 2022

Responsible for leading the Make-up category for the company. Demonstrated in-depth product knowledge and provided personalised beauty, skincare and fragrance consultations to clients. Successfully signing on clients to our loyalty programme. Handling all cash and card payments accurately on tills. Building clientele and achieving sales target. Delivering profound client service to every client with. Weekly training provided by the company and independent training. Accurately restocking products. Developed and executed visual merchandising strategies to create attractive displays and drive customer engagement, both in store and on social media.



### ● Beauty and Fragrance Advisor

CHANEL | Jun 2020 - Jul 2021

Maintained thorough knowledge on current and upcoming beauty and fragrance products at home and head office training. Led new beauty advisors, providing training and coaching to enhance their skills and achieve sales goals. Delivered an exceptional level of service to each and every client by listening to concerns, answering questions and assisting with sales. Handling all cash and card payments accurately on tills. Booking beauty appointments and Providing daily make - up and beauty services on clients. Carrying out make - up skincare & fragrance consultations. Reaching weekly and monthly targets. Monitored inventory and stock and effectively restocking the shop floor.

### ● Recruitment Consultant Trainee

Bespoke Solutions 4 U | Apr 2018 - Aug 2019

Building clientele and creating professional relationships with clients. Delivering exceptional customer service over the phone and face to face environment. Creating spreadsheets to organise data relevant to the business.

## Education & Training

2019 - 2020

### ● Hammersmith, Ealing & West London College

Beauty Therapy and Make - up.,