

# Keana-Louise Ellis-Whitworth

Retail & Luxury consultant

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## Languages

English

## About

Well-qualified eyelash technician proficient in handling complex customer issues and promoting positive experiences. Efficiency-driven and organised with team-oriented mentality and dedication to customer satisfaction, business goals and sales excellence. Passionate about promoting lasting customer satisfaction by delivering quality service and unparalleled support. Proficient in customer service best practices and related options.

### BRANDS WORKED WITH

- MIMI'S STUDIO PRO
- Mr Matt rose
- Recruitment Ltd
- Zebra skate

## Experience



### ● eyelash extension technician

MIMI'S STUDIO PRO | Sep 2023 - Now

Cleaned up working area and disposed of used supplies to maintain safe working environment. Participated in staff meetings and training to improve services. Educated clients about proper lash aftercare to maintain durability. Maintained adequate stock supplies through daily inventory management. Consulted with clients and made recommendations to achieve desired results.

### ● Luxury retail assistant

Recruitment Ltd | Dec 2023 - Dec 2023

Four seasons recruitment Ltd - London  
Built relationships with coworkers to allow us to work together and present clients with the best experience. Presented myself in a welcoming manner, whilst introducing myself to customers to offer them support. Educated clients in regards to what was being sold this season. Maintained adequate stock supplies through daily inventory management. Consulted with clients in order to find the best items for their goal looks.

This job role was cut short due to a mistake with my age. Unfortunately, during my interview they thought I was 17 ,however, I am 16. They were satisfied with my work and have put my account on hold until I am of age.

### ● Summer camp leader

Zebra skate | Apr 2023 - Sep 2023

Encouraged creativity and individuality by creating an age-appropriate learning environment. Delivered outstanding and structured sport and play activities to groups of up to 45 campers. Optimised skill development through constant promotion of empathy, training opportunities and timely feedback. Prevented accidents and falls by ensuring safety and cleanliness of all activity areas. Modelled ideal techniques and movements to help understanding. Planned and delivered engaging group and one-to-one fitness programs.

### ● Teaching assistant

john keats primary school | Jul 2022 - Jul 2022

Managed pupil behaviour to cultivate focused and productive classes. Observed pupils closely in classroom environment to foster engagement. Built trusting, respectful relationships with pupils through attentive listening and communication abilities. Offered support to special needs students, guaranteeing safety and access to equitable learning. Managed challenging child behaviour, running interventions to raise concerns and recommend appropriate action.

## Education & Training

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2023 - 2025

● **South Thames college**

NVQ Level 3 : Criminology law psychology, Law, psychology, criminology

2018 - 2023

● **Harris academy girls east dulwich**

GCSEs: Maths English Science Geography Economics Psychology Spanish, Maths English science geography economics psychology