



Reesha John

An ambitious driven worker who's ready to take on any new career, Resilient , confident and a very hard worker!

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Languages

English (Native)

About

Experienced in customer service with a strong background in retail, including roles as an assistant stylist and hairstylist. Skilled in managing bookings, maintaining inventory, and delivering exceptional client care in high street and luxury environments.

BRANDS WORKED WITH

- Perfect Smile
- HeadMasters
- Broadcast Ops Limited
- TONI & GUY

Experience



● Trainee Dental Nurse

Perfect Smile | Sep 2023 - Now

- Prepare and sterilize dental instruments and equipment
- Take and develop dental x-rays
- Provide chairside support to the dentist during treatments
- Ensure the comfort of patients throughout their visit
- Maintain accurate patient records and treatment notes
- Educate patients on oral hygiene practices
- Follow infection control protocols and maintain a clean and safe working environment
- Understand the vision and brand message for the practice, and deliver outstanding customer service experiences
- Providing the highest standard of clinical support to our dentists and specialists
- Perform top quality dental nursing in all procedures in a safe and effective manner
- Prepare equipment, materials, lab work and patients with efficiency and empathy
- Provide outstanding customer service at all times
- Any other ad hoc responsibilities as reasonably requested



● Apprentice Hairdresser

HeadMasters | Aug 2022 - Aug 2022

Managed reception, taking salon bookings and processing payments. Cleaned and maintained equipment to highest sanitary standards. Replenished 4 shelves and identified items to be reordered. Answered reception telephone, answering questions and booking appointments. Created positive, warm salon environment when greeting clients and supplying refreshments. Shampooed and conditioned hair. Prepared and served refreshments. Gowned clients in preparation for salon services. Maintained spotlessly clean salon workstations and tools. Booked customer appointments using online booking systems. Introduced new hair and beauty treatments to enhance salon offerings.



● Hairdressing assistant

TONI & GUY | Mar 2020 - Nov 2021

Attended training at college, maintained high standards of salon, provided customers with the highest exceptional level of care, made teas/coffees for clients, reception duties, booked appointments, styled hair, cleaned salon to maintain high standards, highlighted hair, cut hair and stocked up

● Administrative Assistant

Broadcast Ops Limited | Jan 2017 - Dec 2020

Displayed strong customer service skills with professional telephone manner to resolve customer enquiries.

Maintained office files in both electronic and hard copies.
Streamlined operations by organising files and documents to implement improved workflow and organisation.
Managed office inventory to ensure timely ordering and replenishment of low-level stock.
Diary management
Booking new jobs/projects
Ensuring accounts were settled on time
Interacting with customers face to face and on phone
Managed over 50 customer calls per day increased sales by 10%.

Education & Training

- 2016 - 2020 ● **St Ursula's Convent School London**
GCSEs in English,
- 2016 - 2020 ● **St Ursula's Convent School London**
GCSE in Maths,
- 2016 - 2020 ● **St Ursula's Convent School London**
GCSEs in Art,
- 2016 - 2020 ● **St Ursula's Convent School London**
GCSEs in History,