



Charlotte Frankel

Luxury Fashion, Beauty Recruitment - temp and perm

Edgware, UK

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Links

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Languages

English (Fluent)

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About

As a self-motivated, enthusiastic, reliable, and hardworking individual, I bring a positive attitude and a dedication to excellence to every work environment. With a natural ability to adapt to changing circumstances, I am able to approach each task with confidence, efficiency, and accuracy.

I am a highly qualified Beauty Therapist with Level 2,3 NVQ certification. I possess exceptional product knowledge and have a proven track record for building lasting relationships with clients while achieving impressive sales figures. I thrive in a fast-paced environment and am highly driven when I am passionate about my work.

With over three years of experience in the Beauty industry, I have also served as an experienced laser and skin consultant/body consultant. I have gained expertise with the Cynosure Elite IQ medical-grade laser, which has enabled me to provide top-tier service to clients seeking the best possible results. My commitment to providing exceptional customer service has resulted in a strong track record of positive feedback and repeat business.

In my most current role as an Account Manager for the Luxury Fashion and Retail desk at 24 Seven Recruitment, I am responsible for ensuring that our high-end clients receive exceptional service. I oversee accounts for prestigious retailers such as Selfridges and Harrods, as well as other luxury brands. In this role, I worked closely with clients to understand their needs and help them find the right talent for both temporary and full-time positions. This requires me to be highly attentive and detail-oriented, as well as adept at building and maintaining strong relationships.

Overall, my job at 24 Seven Recruitment is demanding but rewarding, as I have the opportunity to work with some of the most sought-after brands in the luxury retail industry.

BRANDS WORKED WITH

- 24 Seven Talent
- GAIL's Bakery
- Lavender and Stone Beauty Rooms
- Q-Research
- Space NK
- Therapie Clinic

Experience



Account manager in the Luxury Fashion and retail department

24 Seven Talent | Jun 2022 - Now

- Proficient in using Bullhorn to efficiently search for candidates and create a talent pool that focuses on Luxury roles.
- Skilled in sourcing candidates from various job sites, such as REED and Indeed, and identifying suitable candidates for both full-time and part-time permanent positions.
- Experienced in interviewing and screening candidates, which enables me to work across inbound and outbound channels to identify new talent and expand our talent database.
- Capable of managing the entire process of high-end pop-ups.
- Successfully filled multiple temp rotas simultaneously for prestigious brands and permanent full-time roles in luxury brands.



Laser Therapist/clinic co-ordinator/ Body, Skin and laser Consultant

Therapie Clinic | Jul 2019 - Jun 2022

- Conducted laser, skin, and body consultations with a consistent 100% conversion rate and a proven track record of high weekly sales, upselling in all consultations, and following up with all potential sales.
- Assisted in managing the clinic and a team of staff which includes treatments such as CoolSculpting, Emsculpt treatments, dentists, skin treatments, and medical aesthetic doctors.

- Confidently managed a Phorest booking system over 12 months, handling various transactions including cash, card, and payment plan options. This includes over-the-phone payments.
- Managed weekly stock takes of the full clinic, including Botox and filler.
- Handled standard and high escalating complaints efficiently.
- Assisted doctors during clinic days.
- Managed the team and appointed to train new staff and delegate tasks to colleagues, offering advice mentorship, and guidance in all areas.
- Handled team rosters, commissions, and staff sickness.
- Met KPI and sales targets.
- Handled AE protocol and ensured all team members are aware of any changes.

● **Beauty Therapist**

Lavender and Stone Beauty Rooms | Dec 2019 - Mar 2020

Waxing

- LVL lash lift/tin
- Elemis Massage
- Jessica gel manicure/pedicure



● **Beauty Advisor**

Space NK | Jan 2019 - Dec 2019

Opening and closing the store

- Makeup artist
- Skincare consultant
- High-end brand training
- Supervising the store, this includes banking
- Banking
- Window displays
- Ensuring the day to day running of the store
- Cashing up
- Weekly stock take



● **GAIL's Bakery | Jan 2018 - Jan 2019**

Keyholder, opening and closing the store

- Cashing up
- Daily Bread and cake display and making coffee
- Help to manage a busy store
- Training new staff
- Strong product knowledge

● **Market Research Recruitment**

Q-Research | Jul 2017 - Jan 2018

Recruiting for market research

- Searching through a large database selecting the correct client for the research task.
- Screening clients to see if they fit the criteria for the task.
- Contacting clients via email and text
- Ensuring all clients have the correct details when attending be Market research
- Sending daily emails with various market research opportunities
- Answering emails and text messages
- Filing paperwork from each research running