

Laura Vareldzhan

Castle Rock, CO 80108

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Authorized to work in the US for any employer

Work Experience

Key Holder/Sales Associate

Massage Envy - Castle Rock, CO

March 2019 to Present

- Selling guest service membership packages
- Consistently met monthly goals
- Monitoring suspended accounts
- Addressed discrepancies and processed credits and refunds when required and approved by the manager
- Negotiated payments while continuing to build a positive relationship with customers
- Computer and filing work
- Resolved challenging situations professionally and calmly in a firm but friendly manner often with irate customers
- Opening and closing the clinic
- Responsible for all cash drawers

Esthetician/Front Desk

Massage Envy - Sarasota, FL

January 2018 to July 2018

- Helped clients understand the benefits of regular massage and skincare.
- Establish relationships with members and guests to grow and retain a client base.
- Connected clients with retail products that improve, enhance, and extend the positive impact of the services they receive.
- Performed quality, professional skin care services that met clients' needs.
- Customizing facial and body treatments within policies and protocols.

Receptionist

Modern Hair and Design - Denver, CO

November 2015 to December 2017

- Greeting customers coming in and provided information about salon services in retail products.
- Assisting and maintaining reception area and organizing salon environment.
- Answered Phones, booked appointments, maintained accounts and client records.
- Managed office supplies and prepared for overnight deliveries.
- Performed data entry, filing and file set up.

CNA - Certified Nursing Assistant

Integrity Home Health - Denver, CO

August 2013 to November 2015

- Take and record vitals, including blood pressure, pulse, respiration, temperature and record intake/output.
- Provided routine care to pre- and post operative patients.
- Transported, positioned, and draped patients for treatment.
- Offered translation services to residence, families, and coworkers as needed.

Education

Esthetician

Suncoast Technical College - Sarasota, FL
March 2018 to June 2018

Cna License

Aplmed Academy
June 2013 to August 2013

Associate

Skills

Microsoft Office (5 years), Receptionist (3 years), Bilingual, Russian (10+ years), Reception, Front Office, Scheduling, Outlook, Billing, Filing, Data Entry, Customer Service, Customer Care, Multilingual

Certifications/Licenses

CNA

June 2013 to Present

Esthetician

June 2018 to Present

Certified Nursing Assistant (CNA)

CPR