

# ADAM CROW

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## PROFESSIONAL PROFILE

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Charismatic, engaging and client service focused, I have worked across multiple professions including hairdressing, hospitality and tourism. Having gained broad administrative and customer service experience in my capacity as a Salon Manager, I am eager to apply my transferable skills within an administration or client services focused role. I am hard working, reliable and eager to continue to develop my existing skills and knowledge within a cohesive team environment. Most recently I have been employing my interpersonal relationship building skills in a sales role for a professional Hairdressing Company.

## KEY SKILLS & ATTRIBUTES

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- Experience working independently and achieving sales goals.
- Experience in operations management, within a retail environment
- Broad administrative capabilities including reporting, database updates, daily reconciliations, staff roster management and stock control/purchasing
- Strong client and customer service ethic and excellent interpersonal skills
- Proven business development and marketing skills
- Ability to troubleshoot and resolve issues and deal with customer complaints
- Team leadership experience including staff training and supervision
- Extensive knowledge of Occupational Health & Safety systems and processes
- Proficient in the use of MAC, PC and POS platforms across MS Office Suite, iWork suite, Shortcut, Kitomba and various databases
- Excellent written and verbal communication skills with an ability to liaise effectively with individuals from a diverse range of backgrounds, at all levels
- Acute attention to detail
- Excellent time management skills with the ability to work under pressure and meet deadlines
- Driven with a high level of initiative
- Innovative and results driven
- Holder of a current Class-C Drivers Licence and First Aid Certificate

## PROFESSIONAL EXPERIENCE

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Oct 2018 - Current     **Distributor/Sales Rep (Far North Qld)**  
Hairjamm Pty Ltd, Brisbane

Key Responsibilities:

- Building relationships both new and existing.
- Educating clients on new products
- Up-selling
- Generating new business/opening accounts
- Meeting sales goals
- Managing time and reaching targets independently

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Mar 2016 - Sep 2018     **Salon Manager/Senior Stylist**  
Studio Exclusive Hair & Beauty, Longreach

Key Responsibilities:

- Management of all operations, across the salon
- Supervising, training and mentoring junior staff
- Stock management and purchasing
- Development of staff rosters
- Reconciling daily takings
- Providing a high level of client service at all times
- Promoting the salon and developing new business
- Orchestrating and overseeing salon involvement in photo shoots, fashion shows and community events
- Client relationship management
- Styling, colouring and cutting hair for men, women and children

## PROFESSIONAL EXPERIENCE CONT.

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Jul 2015 - Feb 2016     **Senior Stylist**  
Sublime Hairdressing, Indooroopilly

Key Responsibilities:

- Providing a high level of client service at all times
- Promoting the salon and developing new business
- Undertaking in-house training and development
- Client relationship management
- Styling, colouring and cutting hair

2013 - 2015                 **Stylist (Apprentice, Senior Stylist and Junior Manager)**  
Reds Salon Group, Cairns/Townsville

Key Responsibilities:

- Working across two busy hairdressing salons
- Progression from a junior apprentice, to a senior stylist and Junior Manager
- Undertaking extensive training in conjunction with studies
- Mentoring and supporting junior staff members

2012-2013                    **Apprentice Stylist**  
Jewel Hair Boutique, Cairns

Key Responsibilities:

- Commenced apprenticeship, developing skills in basic styling and salon management

2011                                **Promotions Assistant**  
Cowboys Leagues Club, Townsville

Key Responsibilities:

- Facilitating promotional events within the venue, as well as providing support across the bar, bistro and gaming

2010 - 2011                    **Tour Guide**  
Qantas Founders Museum, Longreach

Key Responsibilities:

- Guiding groups of up to 40 people through the museum's prized exhibits
- Providing general hospitality assistance within the cafe and at events

## **EDUCATION**

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2010- Present                Completion of various internal and external hairdressing courses  
2012                            Responsible Service of Alcohol & Responsible Conduct of Gaming  
2007                            Year 12 Certificate, Longreach State High School  
Other                            Short Courses in Public Speaking and Projection

## **REFEREES**

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Upon Request