



CALEE ATKINSON

Los Angeles, CA 90046, USA
(785)551.2757
atkinsoncalee@gmail.com

PROFESSIONAL SUMMARY

Detailed Customer Relations Representative with 10 years of experience identifying and assessing customer needs. Skillful in handling customer complaints and processing customer orders. Respectful and positive individual possessing first-rate multitasking and active listening abilities.

SKILLS

- Business Development Strategies
- Staff Training and Scheduling
- Interpersonal Communication Skills
- Strong Customer Service Skills
- FOH operations oversight
- Vendor Relationship Management
- Bar Management
- Consultative sales strategies
- Territory management

EXPERIENCE

Bar Manager April 2023 - February 2024

Sand Bar | Parker, USA

- Developed a new cocktail menu that received positive feedback and increased bar sales by 23%
- Managed inventory and restocking of bar supplies, resulting in a 13% decrease in waste and spoilage
- Complied with food and beverage regulations to protect customers and minimize bar liability

Esthetician September 2022 - April 2023

DuBunné Day Spa | Redondo Beach, USA

- Provided the highest level of customer service to clients seeking skincare treatments and remedies
- Remained up-to-date on the latest skincare technology and advancements, attended training programs to increase my professional ability and offerings
- Collaborated with owners to create a new balanced, more adequate and appealing spa menu for business and customer satisfaction.

Account Manager September 2021 - March 2022

Dominion Aesthetic Technologies Inc. | USA

- Train accounts to use a touchless 1040nm laser SubQ fat melting robot medical device known as EON
- Assists in developing pricing strategies in conjunction with VP, Commercial Operations and CEO
- Maintain CRM/Salesforce records of territory, customer order potential, status of sales in progress

Account Manager June 2019 - September 2020

Hacienda Co. | California, USA

- Supervision and result based pre/post sales quality standards to ensure service excellence across clients territories
- Managing over \$200k in sales a month and growing

- Maintain CRM records of territory, customer order potential, status of sales in progress

Field Sales/Marketing Manager

December 2018 - June 2019

Vulcan Ent. | Los Angeles, USA

- Created innovative marketing solutions collaborating with colleagues and senior executives
- Increased territory sales and accounts with over 45%
- Implemented persuasive and engaging copy for diverse marketing campaigns.

Licensed Master Esthetician

February 2017 - December 2018

Beauty Brands | Lenexa, KS

- Increased sales by 75% within one year by up selling add-on's during client services and retail product
- Maintain knowledge level through regular continuing education sessions
- Built long-lasting relationships with clients that resulted in 85% increase in returning customers within one year.

Manager

March 2016 - December 2018

Beauty Brands | Lenexa, KS

- Monitored employee work to assess performance and identify knowledge gaps
- Helping customers to complete medical questionnaires so any allergies or health issues are flagged
- Cross-trained staff in secondary roles to expand operational diversity. Which led to an increase in over all customer sales by 33% with spa/salon and store included.

EDUCATION

Esthetics

February 2017

Entourage Institute of Beauty and Esthetics, Lenexa, KS