**Madalyn K. Rowland**

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**PROFESSIONAL OBJECTIVE**

To evolve my professional skillset in customer service, and to fuel my passion in working with people in various settings including but not limited to the beauty industry and the health care industry.

**PROFESSIONAL EXPERIENCE**

**Parlour 9 Salon & Spa, Lakeville, MN** December 2021 – Present

Stylist

*Responsibilities:*

* Provide a positive in the chair experience for men, women and children \* Provide above and beyond guest services \* Maintain a healthy working relationship between coworkers \* Continue to assist in a cleanly working establishment.

**Fantastic Sams, Apple Valley, MN**

Salon Manager and Stylist May 2021 to November 2021

*Accomplishments*

* Motivated and lead stylists to help achieve store sales increase month over month/year over year
* Achieved #1 ranking in the U.S. for 5 consecutive months out of all franchised stores

*Responsibilities*

* Lead a team of 15 stylists and 3 receptionists \* Provide and coach on exceptional guest service \*Engaged in 1:1 meetings to assist in increasing salary for stylist and upselling techniques \*Led my teams to educate guest on their hair care needs \* #1 salon in State for years for top sales, and product sales month/month and per year \* Edited and went over timecards biweekly \*Provided assistance to other store owned by owner when short staffed and assisted in hiring, new hire orientation, and training \*Top priority of my sales and making my clientele feel and look complete \*Tracked inventory \*Professionally handled unhappy customers

**Rivers of Life Memory Care, Savage, MN** February 2021 – April 2021

Nursing Assistant

*Responsibilities:*

Daily cares with each resident, taking vitals and documenting in health record app, assisting with washing of linens,providing meals while following dietary restrictions for each resident.

**Fantastic Sams, Apple Valley, MN**  July 2018 to April 2021

Stylist

*Accomplishments:*

* High performer in personal service and product sales. Have received 18 consecutive months of production bonus.
* Helping to assist in positive store sales and guest count increase

*Responsibilities:*

* Provide a positive in the chair experience for men, women and children \* Provide above and beyond guest services \* Maintain a healthy working relationship between coworkers \* Continue to assist in a cleanly working establishment.

**Fantastic Sams, St. Louis Park, MN**

Salon Manager and Stylist June 2009 to July 2018

**EDUCATION**

CNA, Babacock Nursing Institute, Eagan, Minnesota 2021

Associates in Business Administration, Minnesota School of Business, Lakeville, Minnesota 2012

Cosmetology, Minnesota School of Beauty, Lakeville, Minnesota 2009

High School Diploma, Rosemount, Minnesota 2008