

# Sandy Alvarez

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## Related Work Experience:

**Nordstrom**

**Santa Monica, CA**

**Counter Manager for Charlotte Tilbury**

**November 2020-June 2024**

- Responsible for overseeing all operations at the Charlotte Tilbury beauty counter within a designated retail location.
- Developed and executed strategies to meet and exceed sales targets, including implementing promotional events, upselling techniques, and product demonstrations.
- Monitored inventory levels, ensured proper stock rotation, and collaborated with the store's management to optimize product assortment and placement.
- Acted as a brand ambassador, demonstrating expert knowledge of Charlotte Tilbury products, skincare, and makeup application techniques.
- Established strong relationships with customers, offering personalized recommendations and fostering a loyal client base.

**Independent Dog Sitter**

**Los Angeles, CA**

**March 2020-November 2020**

- Dog Walker- Building trust and relationship with the dog owner, and the dog to ensure responsibility and great care giving when picking them up from their homes.
- Handled up to 3 dogs on a pack walk for 25-30 mins a day, as well as a play date at the park for a few minutes.

**Bluemercury**

**Santa Monica, CA**

**Sales Associate / Makeup Artist**

**September 2019-July 2020**

- Handled 50+ customer interactions per day, giving detailed, personalized, friendly & polite service to ensure customer retention.
- Memorize entire line of company products & services, including prices, and special discounts, and promotions.
- Makeup Artist- Provided professional Makeup application on clients, as well as educating the client thru out process.
- Operations- Operating Daily Shipment, stocking new product on the floor, as well as completing semi-annual inventory for all product thru out store.

**L'Occitane**

**Marina Del Rey, CA**

**Sales Associate/ Key Holder**

**August 2018- September 2019**

- Assist guests with any needs and concerns.
- Skin and Beauty Advisor.
- Provide professional facial cosmetics and hand massages.

**LVMH – Sephora**

**Santa Monica, CA**

**Sales Associate/ Beauty Studio Artist**

**March 2010-July 2018**

- Elevated Beauty Studio Artist.
- Customized Makeup Application certified, eye lash technician, Color cast/Beauty Studio Ambassador.
- Certified Coach for Sephora University Beauty Classes and facilitator to the instructor for clients participating in classes.
- Certified in Mini Facial services for Sephora.
- Created and implemented creative training tools and techniques that helped support CM applications and rapid client turnover.
- Recognized for demonstrating strong skills in makeup application and skincare services and always in support of Company initiatives, goals, and launch/animations.

## Education:

**April Love Makeup Academy**

**2015**

Makeup Artist Certification

**Hawthorne High School**

**2018**

General Education Degree

## Skills:

Microsoft Excel, Microsoft Word

## Language:

Fluent in Spanish- able to meet all customer service requirements with Spanish speakers.