Ms Mona Darwish

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**PROFILE:**

Dedicated and detail-oriented professional with a proven track record in administrative roles. Possessing strong organisational and communication skills, I am eager to contribute my expertise to an administrative office setting, ensuring efficient operations and supporting the overall success of the team.

**PROFESSIONAL EXPERIENCE**

**Current work**

**Laser Clinic**

I have strong administrative experience, as a practitioner I handle appointment scheduling, coordinate bookings, manage emails, and perform general office duties efficiently. I am highly organised and detail-oriented, with hands-on experience in office administration, scheduling, and customer communication

**2012 - 2014 Alan Estate Agency**

Contacting potential or existing customers to inform them about projects.

Answering questions about properties or the com[any.

Asking questions to understand customer requirements and close sales.

Enter and update Customer information in the database.

Take and process orders in an accurate manner.

Handel grievances to preserve the company’s reputation.

Go the’ extra mile” to meet sales quota and facilitate future sales.

Keep records of calls and sales and note useful information.

**2009 - 2012 Garfield Primary School**

Ordering, maintaining stationery and equipment supplies.

Organising and sorting paperwork, documents and computer based information.

Maintain schedules and calendars

Implement and maintain office systems.

Prepare and manage correspondence and documents.

Manage office space and operate equipment.

Assists in appointment setting, filling, copying, emails, calls, notes and scheduling.

Maintain accurate and up-to-date office files, records and logs for assigned areas, develop, monitor and update information on the system.

Prepare, process, and maintain timesheets, and personal records for assigned areas.

**WORK EXPERIENCE**

**Charlotte Tilbury Harrods UK London Retail Artist**

January 2019 - Present

Created brand awareness and passion by sharing the magic; demonstrating strong product knowledge and creating exceptional and memorable luxury customer experience.

Strived to achieve and exceed personal sales goals including company specific KPIs and monetary targets.

Worked as part of a winning team to achieve and exceed team and counter targets •

Tracked personal performance and productivity on a daily, weekly and monthly basis.

Had a proactive in booking introductory appointments, facials and makeovers and maximising every consultation by boosting confidence in others.

Take every opportunity to extend the in-store customer experience; driving the customer database for customer loyalty.

Lead by example with immaculate grooming standards consistently, in accordance with the Charlotte Tilbury grooming guidelines.

Demonstrated a positive and cooperative approach towards my work and your colleagues, and inspired them to continue to do so.

**Blow/secret Spa** **UK London Mobile Makeup Artist & Hair**

January 2019- Present

Responding to enquiries from customers and beauty professionals via phone and email; in both an efficient, helpful and informative manner, travelling within London to offer hair styling and makeup services to clients.

Helping to fulfil customer appointments when we have surges in demand; always thinking innovatively and communicating clearly both internally and externally

Responsible for applying makeup and prosthetics to aesthetically enhance clients from all ages and backgrounds for special events such as weddings or dates, giving them a choice of day looks, evening looks, day combo and evening combo, and give a look according to how hair is styled, Ensure the makeup looks natural and well-applied under different lighting and also match skin colour to colour palettes to determine best looks and work quickly and accurately under pressure

Wipe off makeup and reapply if client is unsatisfied, and maintain awareness of health and safety issues and legislation

Prepare hair for styling by analysing hair condition, furthermore study facial features, examining potential styles, conferring with customers and making recommendations.

Styling and providing clients with the desired texture, style and shape for their hair, as well as fitting wigs and extensions, servicing in house bringing all necessary tools for whatever hairstyling processes like curling/flat iron, blow dryers and make sure that the tools are clean and sanitised at all times.

**Riva Media Production (ARABY TELEVISION) 2020**

Provide support with hair and makeup for Presenter before, during shows.

Styling, and shaping hair.

Making sure the brushes and products are cleaned and sanitised at all time.

Checking product, brushes, and makeup making list of stock and orders.

**Beauty Consultant BCB (Beauty Consultant Bureau) London**

May 2018- December 2018

Provide temporary support to customers across different stores, such as Selfridges, Harrods, John Lewis, House Of Fraser with many multiple brands such as ( Estee Lauder, La Mer, Huda Beauty, Dior, Mac, Givenchy) and many more.

Deliver retails sales targets, upsell and increase average unit sales

Generate sales through makeup application and beauty facials.

Being present at counter for designated makeup artist/special events

Responding to and satisfying the requests of the account manager quickly, professionally and efficiently

Assisting the Store Manager to inspect and evaluate products to maintain quality and high marketing standard Offering sales support to customers with unsatisfactory products or services

Wear the brands products exclusively while representing the company

**Beauty Advisor/ Makeup Artist SPACENK ,London**

January 2018- May 2018

Assisting the store manager to inspect and evaluate products to maintain quality and high marketing standard, provide makeovers, facials and beauty consultancy.

Ensuring customers are informed on discounts and offers in store

Supervising product sales and processing customers’ orders

Achieve sales goals, makeover goals and average unit sale goals per each event

Processing, recording transaction, booking appointments within the store database

Offering sales support to customers with unsatisfactory products or services

**Beauty Advisor/Therapist Huda Beautician Salon, Knightsbridge**

November 2016- December 2017 **AHED Beauty Salon, Fulham, London**

April 2009- Sept 2012

Assisting the manager with brides makeup and hair styling

Assisting the manager to inspect and evaluate products to maintain salon quality and high marketing standard

Offering sales support to customers with unsatisfactory products or services

Ensuring customers are informed on discounts and offers in store

Calling customers and booking appointments, including facials and makeovers

Applying makeup, eyebrow threading and beauty facials

**EDUCATION:**

Achieved 7 A\* - C Grade GCSEs

**Moda Donna PMU Beauty Academy (2020 - 2023) and 2023)**

VTCT level 4 Laser and IPL

VTCT level 2/3 facial& Electric Machines

Micro-needling Certified

**South Thames College (2012-2017)**

ECDL Microsoft word, PowerPoint and Excel

AAT Accounting (2012)

VTCT Level 3 certificate in Fashion & Photographic Make-Up (QCF)

**Merton College (2009-2012)**

City & Guild English Speaking and Listening - Merton College (2010)

& Guild Literacy Level 1 Merton College (2009)

BTEC level 2,3 Teaching Assistant (2010)

AAT Accounting (2012)

Hammersmith & West London College (1995-1998,2013)

NVQ Business Administration and Finance Level 1

NVQ VIASINC Diploma In Information Technology

City & Guild Level 2 Maths. Learn Direct

Community interpreting Level 3

WAFT Worldwide Air Fires Ticketing (10 IATA POINTS)

AVIS Car Hire

VISINC Computer Reservation System Hammersmith & West London College

**SKILLS**

Software skills in Microsoft Office Suite: Word, Excel, PowerPoint

Effective communication skills dealing with client’s individual requirements and needs.

Flexible, Patient

Creative problem solver

Attention to detail

Ability to meet deadlines

Ability to work independently and as part of a team

Good motivational skills

Fluent in Arabic