

Professional Experience**Ulta Beauty - Beauty Advisor****October 25th, 2019 – September 12th, 2023**

- Able to problem solve and de-escalate any difficult situations with customers as well as coworkers and help find solutions to satisfy all parties
- Build and nurture relationships with customers
- Able to recommend specific product or services based on customer needs, building trust and a continued relationship with customers increasing sales and returning purchases
- Excellent multitasker, able to work effectively and calmly during peak rush hours and busy events
- Knowledgeable about all brands, products, services, and promotions offered
- Able to upsell to aide in meeting weekly, daily, and hourly sales goals
- Ensuring all tasks are executed as planned and product is available for purchase.
- Supporting store management by following process and procedures and completing tasks.
- Managing task dashboard and ensure the timely completion of all operational processes, including the shipment and replenishment processes of goods, merchandise sets, and inventory counts and procedures.
- Contributing to an inclusive environment that supports teammates, peers, and the internal and external guests served.
- Participating regularly in ongoing training, including timely completion of daily digital trainings, to enable continuous professional development and drive sales performance.
- Ensuring compliance by being knowledgeable of Ulta Beauty's policies, procedures, and standards.
- Executing other operational tasks as directed.

EPIC 'Ohana- Youth Partner**September 15th, 2023 – Present**

- Providing one-on-one mentorship and peer support to youth and young adults
- Helping with system navigations such as homelessness, juvenile justice, foster care, etc.
- Participating in trainings to further professional development to better serve youth/young adults
- Advocating for policy change
 - Teaching and empowering youth/young adults to advocate for themselves
- Connecting youth/young adults to resources
- Planning and assisting in events tailored to youth mental health, foster care, homelessness, etc.
- Facilitating workshops and meetings

Volunteer Experience**WorkHawaii Youth Program Leadership Council****September 15th, 2019 – June 25th, 2021**

- Elected by peers as one of six student leaders
- Involved in leading, planning, and facilitating participant events
- Organize and attend meetings
- Communicate needs and concerns as liaison between participants and staff

Juvenile Justice State Advisory Council Youth Sub Committee**July 16th, 2024 - Present**

- Advocating for policy change within the juvenile justice system
- Empowering the voices of young people
- Planning and engaging initiatives related to juvenile justice
- Strengthening communities

Strengths and Skills

- Strong leader
- Takes initiative
- Effective communicator
- Great customer service
- Problem solver
- Dependable

Education and Certifications**HiSET Diploma, McKinley Community School for Adults****Office Administrative Technology Certificate, Leeward Community College****First Aid/CPR Certified, American Red Cross****Expiration: June 2021****References****Koyu Kebekol, Human Resources Manager- EPIC 'Ohana****Corinna Sosa, Youth Partner Manager – EPIC 'Ohana****Kehaunani Liinamuliwai, Retail Sales Manager- Ulta Beauty**