

# Juan'Ya Simmons

## **Qualified with 5 Star Customer Service**

Las Vegas, NV 89149

+1 415 712 6760

A Reliable and Hard Worker who is looking for a peaceful work place where I can either work alone or as a team player. Very friendly and likes to meet people , works hard to provide top notch customer service.

## **Work Experience**

### **Cosmetology Instructor**

Milan Institute

March 2021 to Present

Teach and Educate Students With The Proper Procedures In Order To Pass The State Board.

### **Package Handler**

UPS - Las Vegas, NV

November 2020 to Present

Loading small and large packages on to the UPS truck.

### **Hairstylist/Cosmetologist**

Dry Bar - Las Vegas, NV

November 2017 to June 2021

Greeting clients, consultations, washing and conditioning hair, Blow dry and style!

### **Rideshare Driver**

Lyft - Las Vegas, NV

February 2019 to December 2019

Transporting passengers to desired location

### **Call Center/Data Entry Specialist {Temporary Assignment}**

Tesla - Las Vegas, NV

December 2018 to December 2019

Responsibilities

Welcome customers to Tesla and create a warm greeting upon check in

Connect customers with a DES II (delivery bay host)

Answer first level delivery related questions

Transport delivery documents from delivery bay to contracts team for validation and completion

Understand when a customer situation is escalating and partner with management

- Provide additional support to the delivery team when needed
- Provide the highest level of customer service to all current and future owners on

delivery day to ensure satisfaction and a great customer experience

- Demonstrate and act on the core values of customer service: proactive, professional, personal, and passionate
- Work closely with other employees to ensure smooth transitions for customers toward a successful delivery appointment

### **Production Warehouse Worker**

Nectar Bath Treats - Las Vegas, NV

August 2018 to November 2018

Worked in Production making bath bombs, soaps and body wash Packaged the items in boxes and loaded them in trucks for distribution to the retail stores.

Boxes usually weighed in between 30 to 60 lbs.

### **Lash Technician/ Regional Trainer**

Amazing Lash Studio - Las Vegas, NV

June 2016 to May 2018

Applied lashes on clientele, hired and trained new employees, ordered and restocks supplies, inventory disinfected and auto clave utensils and clean up break room.

### **Hair Stylist**

Diamonds and Pearls - Oakland, CA

June 2016 to March 2017

Greeting clients and serving beverages. Answering high volume phone calls, scheduling appointments and consultations for myself and other stylist in the salon. Travel and Hotel accommodations were made for the owner of the Salon and was in control of marketing for Hair Shows and competitions and errand running. Shampooing, coloring, styling hair {flat iron and up- do's}, scalp treatment and hair cutting. Light clean up, washing and folding towels.

### **Cashier/ Food Prep and Server**

Danny's Bar-B-Que - San Francisco, CA

February 2014 to July 2016

- Food Prep and cook. Cleaning and sanitation
- Assist customers with purchases, working the register with cash/credit
- Stock items in pantry and refrigerator
- Makes deposits at bank

### **Education**

#### **Cosmetology**

Sacramento City College - Sacramento, CA

2015 to 2016

#### **High School Diploma**

Sacramento New Technology High School - Sacramento, CA

August 2010 to June 2014