

Tiffany Glass

Seeking a position with higher responsibilities and opportunities to grow. Highly motivated & self-driven individual with experience in the beauty industry.

Columbus, MI 48063

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+1 248 556 1681

Please check certifications.

Work Experience

Center Manager

European Wax Center-Clinton Township, MI

October 2023 to Present

- Sales goals
- Interview onboard, dismiss & onboard
- Banking
- Leads center as a team
- Inventory

Salon Director

Randolph's Salon-Clarkston, MI

June 2023 to Present

Practice Manager

Lash and Company Med Spa-Dearborn, MI

September 2022 to June 2023

- Operates POS system (Vagaro)
- Microsoft Excel certified
- Handles all client issues (booking, rescheduling, ect)
- Met with all representatives from other companies for products
- Inventory and ordering

Salon and Spa Manager

Elevate Salon Institute-Royal Oak, MI

June 2020 to September 2022

- Operates POS system (meevo)
- Microsoft Excel certified
- Creates all (part/full time) student schedules
- Manages front desk employees schedules
- Handles all client issues (booking, rescheduling, refunds etc)
- Answers all customer service questions, never having to reach out to the director
- Guide students and educators during services on the floor
- Maintains front desk, Spa and Salon floor

- Creates monthly SSTA relays to motivate students with being a salon ready professionals. Relays based on product sale, rebooking, add ons etc..
- Holds students accountable on all state board sanitation protocols
- Holds interviews for receptionists
- Sends weekly inventory of salon and spa (toiletries etc. throughout institution)
- Audit files, revises DocuSign, scan student files etc
- Makes bank runs when change is needed for institution
- Enforces new protocols as needed
- Attends all education on new products
- Licensed esthetician in the state of Michigan since July 2022
- Trained in Bioelements, Circadia and Repechage
- Familiar with L'Oréal professional products (retail and back bar)

PSR - Patient Service Representative

Beaumont Urgent Carr By Wellstreet-Royal Oak, MI

August 2019 to June 2020

- Fluent with epic system
- Confirming patients demographics insurance information and prior authorization
- Collecting co-pays for services, past due balances & Processing billing information
- Prepare reconciliation and deposit forms
- Scheduling patients appointments according to define protocols
- impeccable time management skills

Front Desk Associate

Elevate Salon Institute

October 2018 to August 2019

- Organization
- scheduling
- Customer service
- Working a multi line phone system

Waitress

Ham Center-Warren, MI

July 2017 to August 2018

- took orders Properly/efficiently
- Provided customer service
- Prepare orders
- cashed out clients

Receptionist

GTJ Consulting-Saint Clair Shores, MI

May 2017 to July 2017

- Working a multi line phone system
- Directing calls
- Schedule meetings

Receptionist

Così Bella nail spa-Shelby Twp, MI

July 2016 to May 2017

- Schedule appointments
- Open and closed
- Greeting clients

Assistant Manager

Subway-Charter Township of Harrison, MI
September 2014 to June 2016

- Banking
- Inventory
- Made employee schedule
- Orders
- Took care of any customer related issue.

Education

High school or equivalent

Warren Woods Tower High School - Warren, MI
September 2006 to August 2010

Skills

- Front Office
- Reception
- Customer Service
- Guest Service
- Epic
- HIPAA
- Insurance Verification
- Medical Office Experience
- Medical Scheduling
- Multi-line Phone Systems
- Medical Billing
- Medical Receptionist
- Microsoft Word
- Computer Skills
- Excel
- Data Entry
- Communication skills
- Salon Software
- Millennium
- DocuSign

- Body Waxing
- Phone Etiquette
- Medical Records
- Management
- Leadership
- Sales
- School experience
- Eyelash extensions
- Dermabrasion
- Time management

Certifications and Licenses

Hydrafacial 101

Present

Certificate of Completion

Presented on: 12-FEB-2023

Tiffany Glass

This certificate signifies the individual listed above has successfully completed HydraFacial 101& 102 Online Training.

Geneo - Glo2facial

Present

CERTIFICATE OF COMPLETION

THIS CERTIFICATE HEREBY CERTIFIES THAT

Tiffany Glass

HAS BEEN TRAINED ON GENE0

2022-11-09 20:31:51 UTC

DATE

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Energy to Healthcare

VI Peel & Microneedling

Present

Certificate of Completion

This is to certify that

Tiffany Glass

Has successfully completed, to our satisfaction, a mastery of the following

Vitality Institute specialty:

VI Peel & Microneedling

Director of Education

Nancy Miller, RN, MBA

10/13/2022

The Vi Peel

Present

Certificate of Completion

This is to certify that

Tiffany Glass

Has successfully completed, to our satisfaction, a mastery of the following Vitality Institute specialty:

The Vi Peel

Director of Education

Nancy Miller, RN, MBA

10/13/2022

BARBICIDE

February 2023 to February 2024

BARBICIDE MERIT

CERTIFICATION

EXPIRES FEBRUARY

This individual has received training and
2024

understanding of proper sanitation and disinfection practices and procedures consistent with the current
highest industry standards.

Tiffany M Glass

Officially Barbicide Certified

Esthetician License

July 2023 to July 2024

Additional Information

Experienced and motivated assistant manager seeking full-time employment in a fast pace, high energy, setting where I can utilize tools such as, organization, quality and product control, managing time efficiently and effectively, and the ability to build lasting relationships with optimum customers fulfillment. With a company I can Invest and advance with.