

Tricia Wallower

Fort Washington, MD

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Work Experience

Director of Sales and Operations

Semper Laser LLC-Arlington, VA

August 2024 to Present

Responsible for overseeing all aspect of sales and day to day operations. Oversees the sales team, developing and implementing sales targets and strategies, and ensuring a high level of customer satisfaction.

Salon and Spa Manager

Urban Adventures Companies-Washington, DC

September 2023 to September 2024

Front of House Manager

Mellow Mushroom Pizza Bakers-Chantilly, VA

July 2022 to September 2023

General Manager/Owner

The Tease Salon & Spa-Lexington, KY

May 2011 to March 2023

Cosmetologist/Manager

Benefit Cosmetics in ULTA Beauty-Lexington, KY

May 2011 to September 2013

Assistant General Manager

TGI Fridays-Lexington, KY

June 2007 to May 2011

FOH Manager

Applebee's-Pikeville, KY

February 2006 to May 2007

Assistant Store Manager

Pikeville, KY

April 2004 to January 2006

Alpha Communications - Cingular Wireless and Dish Network Dealer

Education

Trade school in Business & Cosmetology

Paul Mitchell the School-Lexington

January 2010 to March 2011

Betsy Layne High School

August 2000 to May 2004

Skills

- Sales management
- Guest Services
- Serving
- Property management
- Outside sales
- Marketing
- Pricing
- Retail sales (10+ years)
- Data entry
- Budgeting
- Restaurant experience
- Project management
- Payroll
- Google Docs
- Management (10+ years)
- Communication skills
- Bartending
- Conflict management
- Live chat
- Inventory Control
- Time management
- Project coordination
- Customer service (10+ years)
- Typing
- Word processing
- Computer skills
- Databases
- Salesforce
- Business development
- Clerical experience

- English
- Microsoft Excel
- Merchandising
- Serving Experience
- Negotiation
- Leadership
- Organizational skills
- Purchasing
- Spa services (10+ years)
- Recruiting
- Supervising experience
- Microsoft Office
- Restaurant Management
- Phone etiquette
- Sales (10+ years)
- Bartending
- Administrative experience
- Account management
- B2B sales
- Operations management
- Financial analysis
- Restaurant Experience
- Profit & loss

Assessments

Administrative assistant/receptionist — Proficient

March 2024

Using basic scheduling and organizational skills in an office setting

Full results: [Proficient](#)

Bartending — Proficient

July 2023

Understanding, pouring, and mixing drink orders

Full results: [Proficient](#)

Management & leadership skills: Impact & influence — Proficient

July 2023

Choosing the most effective strategy to inspire and influence others to meet business objectives

Full results: [Proficient](#)

General manager (hospitality) — Proficient

July 2023

Solving group scheduling problems and reading and interpreting P&L statements
Full results: [Proficient](#)

Customer service — Proficient

March 2024

Identifying and resolving common customer issues
Full results: [Proficient](#)

Customer focus & orientation — Proficient

March 2024

Responding to customer situations with sensitivity
Full results: [Proficient](#)

Sales skills — Proficient

July 2023

Influencing and negotiating with customers
Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.