

LAUREN MASON, LE, CLT, LSO

1235 W TOWN AND COUNTRY RD APT#2415 ORANGE, CA 92868

LAURENEMASON89@GMAIL.COM

360-852-6098

EDUCATION

- Portland State University
- Bachelor of Science in Communications, June 2016
- Imaj Institute Scottsdale, Arizona (Esthetician and laser tech)
- I have an active esthetician license in the state of California and Arizona

SKILLS

- Years of customer service
- Works well in group settings
- Loves to meet new people
- Has the ability to perform multiple tasks at once
- Goal driven
- Quick learner
- certified in dermaplaning, waxing, chemical peels(glycolic, salicylic, jessner, TCA), microneedling, body sculpting, tattoo removal, facials and more.
- strong attention to detail

WORK EXPERIENCE

Newport Integrative Health

- Office Admin/Medical Receptionist June 2023-current
 - Helping check patients in and out of appointments
 - Scheduling appointments
 - Create EMR as well as patient portals
 - Help patients and doctors with prior authorizations, prescription refills, supplements and any messages that need to be given to the doctors or client.
 - Experience withCAIR and CURES
 - Experience with Mindbody and Macpractie

Fuschia Spa

- Esthetician September 2022-April 2023
 - brown lamination/tint as well as lash lift and tint
 - chemical peels
 - dermaplaning
 - facials
 - body treatments
 - waxing
 - create a skin care routine for clients with eminence and image skin care
 - Front desk, receptionist, scheduling appointments, checking in clients and selling retail

The Hills experience salon and medspa

- Esthetician and laser tech April 2022-June 2022
 - Laser hair removal
 - body revive (artisan)
 - Vascular
 - IPL
 - VR microneedling
 - Front desk receptionist, scheduling appointments, checking clients in, selling retail to clients.

Charlie's Sports Bar

- Waitress, July 2018-June 2021
 - Customer service
 - Helping Customers
 - Obeying all food and liquor laws
 - Taking food and beverage orders from customers
 - Making Sure that customers are happy and well taken care of

The Hammond Kitchen and Craft Bar, Camas

- Waitress, April 2018-July 2018
 - Monitor event activities to ensure compliance with applicable regulations and laws, satisfaction of participants, and resolution of any problems that arise.
 - Check with customers to ensure that they are enjoying their meals and take action to correct any problems.
 - Inform customers of daily specials.
 - Take orders from patrons for food or beverages.
 - Stock service areas with supplies such as coffee, food, tableware, and linens
 - Attempt to limit problems and liability related to customers' excessive drinking by taking steps such as persuading customers to stop drinking, or ordering taxis or other transportation for intoxicated patrons.
 - Collect money for drinks served.

GRAND CENTRAL RESTURANT AND BOWL, PORTLAND

- Waitress, Bartender, Event Staff, Aug 2012 – April 2018
 - Inspect event facilities to ensure that they conform to customer requirements.
 - Monitor event activities to ensure compliance with applicable regulations and laws, satisfaction of participants, and resolution of any problems that arise.
 - Review event bills for accuracy, and approve payment.
 - Confer with staff at a chosen event site to coordinate details.
 - Check with customers to ensure that they are enjoying their meals and take action to correct any problems.
 - Prepare hot, cold, and mixed drinks for patrons, and chill bottles of wine.
 - Inform customers of daily specials.
 - Provide guests with information about local areas, including giving directions.
 - Check identification of customers to verify age requirements for purchase of alcohol.

- Attempt to limit problems and liability related to customers' excessive drinking by taking steps such as persuading customers to stop drinking, or ordering taxis or other transportation for intoxicated patrons.
- Ask customers who become loud and obnoxious to leave, or physically remove them.
- Plan, organize, and control the operations of a cocktail lounge or bar.

Stone Cliff Inn

- Waitress, Bartender June 2017-September 2017
- Check identification of customers to verify age requirements for purchase of alcohol.
- Collect money for drinks served.
- Attempt to limit problems and liability related to customers' excessive drinking by taking steps such as persuading customers to stop drinking, or ordering taxis or other transportation for intoxicated patrons.
- Check with customers to ensure that they are enjoying their meals and take action to correct any problems.
- Take orders from patrons for food or beverages.
- Stock service areas with supplies such as coffee, food, tableware, and linens.
- Explain how various menu items are prepared, describing ingredients and cooking methods.

ROSE'S RESTURANT, VANCOUVER

- Waitress, Bartender, Bakery Staff, Jun 2009 – Oct 2012
 - Check identification of customers to verify age requirements for purchase of alcohol.
 - Collect money for drinks served.
 - Attempt to limit problems and liability related to customers' excessive drinking by taking steps such as persuading customers to stop drinking, or ordering taxis or other transportation for intoxicated patrons.
 - Stock service areas with supplies such as coffee, food, tableware, and linens.
 - Explain how various menu items are prepared, describing ingredients and cooking methods.

BEAUTY FIRST, VANCOUVER

- Receptionist, Mar 2008 – Feb 2009
 - Receive payment and record receipts for services.
 - Schedule appointments and maintain and update appointment calendars.
 - Keep a current record of staff members' whereabouts and availability.

MCGRATHS FISH HOUSE, VANCOUVER

- Hostess, Expo, Feb 2007 – Mar 2008
- Greet guests and seat them at tables or in waiting areas.
- Provide guests with menus.
- Maintain contact with kitchen staff, management, serving staff, and customers to ensure that dining details are handled properly and customers' concerns are addressed.
- Take and prepare to-go orders.
- Operate cash registers to accept payments for food and beverages.

MARIPOSA, VANCOUVER

- Sales associate, May 2005 – Jun 2006
 - Describe merchandise and explain use, operation, and care of merchandise to customers.
 - Compute sales prices, total purchases and receive and process cash or credit payment.
 - Maintain knowledge of current sales and promotions, policies regarding payment and exchanges, and security practices.
 - Help customers try on or fit merchandise.
 - Clean shelves, counters, and tables.
 - Open and close cash registers, performing tasks such as counting money, separating charge slips, coupons, and vouchers, balancing cash drawers, and making deposits.

REFERENCES

Nicole Nickolas - former manager
(360)921-2028
n.nikolas9@gmail.com

Casey Rawlins - former manager
(480)232-3235
caseycjr2@gmail.com

Kiera Smtih LEI, CLT - Imaj Institute instructor
(480)361-8585
kiera.smith@imajinstitutue.com

Kelsey Slanaker - Imaj institute instructor
(520)262-3679

Victoria Cieri -former manager
(602)980-9495