



TURILL CREADO

Administrative Executive / Spa – Salon Operations Manager / Customer Relations.

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SUMMARY

- Experienced entrepreneur and small business manager
- Seeking a new start in the UAE with a leading organization that promises future career growth
- Over 15 years' experience in client facing roles
- Expert liaison between customers, suppliers, and other subsidiaries
- Enthusiastic, result-oriented, and self-motivated professional
- Exceptional written & verbal communication, and organization skills

QUALIFICATIONS

- **Masters in Commerce, 2003**
University of Mumbai, Mumbai, India
Specialized in Human Resources, Organisational Behaviour & Entrepreneurship Management.
- **Bachelors in Commerce, 2001**
St. Andrews College, Mumbai, India
Specialized in Accounting, Advertising, Psychology of Human Behaviour, and Business Economics.

WORK EXPERIENCE

- **Office Assistant, Feb 2019 – Mar 2020**
ICON India Pvt. Ltd., Mumbai, India
 - Primarily responsible for liaising between customers, vendors, and suppliers
 - Ensured highest level of customer satisfaction for delivered products through customer surveys
 - Maintained attendance, payroll, and leave records for HR compliance in MS Word and Excel
 - Scheduled and administered regular personnel training seminars to enforce company policies
 - Created and managed job postings, vendor appraisals, and account payable/receivable invoices for tax compliance
 - Responsible for ensuring all scheduled expenses were maintained within the monthly budget which included negotiating with vendors and suppliers
 - Also responsible for other everyday administrative tasks such as scheduling meetings, travel bookings, and handling internal/external correspondence.
- **Business Development Manager/ Managing Partner , Apr 2001 – Dec 2018**
Tulips Hair N Beauty Salon, Mumbai, India
 - Responsibilities included salon management both front-end and back-end operations
 - Client facing roles included hair styling, make-up, and beauty therapy.

- Responsible for appointment scheduling and staff rostering factoring in customer preferences
 - Responsible for dispute resolution between staff and handling customer grievances
 - Responsible for health and safety compliance for all workspaces for staff and customers
 - Responsible for interviewing and hiring new personnel
 - Responsible for conducting training and supervision for new personnel and apprentice stylists
 - Responsible for advertising and marketing operations to promote business through package deals to ensure competitive edge
 - Responsible for liaising with retail vendors to obtain exclusive sales and merchandising licences
 - Responsible for handling all of the business' book-keeping and accounting payrolls
 - Responsible for market surveying to ensure competitive pricing
 - Provided clients with personalized service and expert advice through individual consultations
 - Developed improved techniques for cutting, styling, and coloring hair
 - Conducted professional seminars for apprentice stylists to learn new techniques
 - Nominated as a finalist on national television as an upcoming talent in hair styling
- **Office Assistant**, Jan 2009 – Jun 2009
NOELL IMAC, Abu Dhabi, UAE
 - Responsible for general office administrative and front-desk reception duties
 - Responsible for maintaining office paper based documentation in an electronic format in MS Office suite
 - Responsible for coordinating with HR and Accounts department for monthly financial and expense spreadsheet generation

TRAININGS & CERTIFICATIONS

- **Certificate in Nail Art & Nail Extensions**, Kiana Nail Academy, New Delhi, India
- **Diploma in Hair Dressing NVQ 1**, City & Guilds, London, United Kingdom
- **Certificate in Hair Dressing**, Arab America Hair Salon, Dubai, UAE
- **Certificate of Training in Skin & Beauty therapy**, Cosmetology Society of India, Mumbai India

KEY SKILLS

Active listening	Good communicator	Effective leadership	Vendor relationship management
Negotiation	Time management	Team player	Customer service & satisfaction
Make-up artist	Effective problem solver	Personable nature	MS Office suite (Word, Excel etc.)
Hair styling	Good interpersonal skills	Effective Trainer	Effective retail / sales consultant

PERSONAL DETAILS

Nationality: **INDIA** Passport No: **U – 8312195**
 Visa Status: **VISIT** Validity: **March 2021**

- Fluent in English, Hindi, and Marathi. Basic proficiency in Arabic and French.
- Open to work related travel within and outside the UAE
- References available upon request