

Sophie Nguyen

Salon Owner

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Chicago, IL

Entrepreneurial lash chair rental salon owner with 9+ years managing a collaborative beauty space in downtown Chicago. Known for building supportive environments for lash professionals while maintaining high client satisfaction and operational efficiency.



Experience

2019 - Now

Salon Owner

The Lash Loft / Chicago, IL

- Launched a modern lash-focused salon with rentable booths, achieving full occupancy of 6 stations within 9 months through strong branding and word-of-mouth campaigns.
- Structure tiered rental plans, providing flexibility to freelance lash artists and generating a steady monthly income stream that scaled 35% year-over-year.
- Host monthly industry workshops, vendor demos, and marketing bootcamps to support renters' professional growth and foster a cohesive salon culture.
- Manage online booking integration and digital advertising campaigns, increasing customer leads for independent artists and salon visibility in a competitive market.
- Cultivate positive landlord relations and ensure lease renewals while optimizing interior layout for both client comfort and business efficiency.

2016 - 2019

Front Desk Coordinator

Glow Beauty Bar / Chicago, IL

- Oversaw appointment scheduling for 20+ daily clients, organized intake paperwork, and supported staff with check-in procedures and product restocking.
- Helped roll out an online review incentive program that boosted the salon's Yelp rating from 3.9 to 4.6 stars within six months.

Technology Skills

Proficient with Square Appointments, Vagaro, Canva, and Instagram Business Suite for salon marketing and admin.

Education

Licensed Esthetician

Illinois Department of Financial and Professional Regulation | Active since 2016

Small Business Management Certificate

Chicago Business Institute | 2018

Skills

Salon rental management ●●●●●●

Client relationship building ●●●●●●

Lease agreements and contracts ●●●●●●

Scheduling coordination ●●●●●●

Financial record keeping ●●●●●●

Marketing and promotions ●●●●●●

Social media strategy ●●●●●●

Customer service excellence ●●●●●●