

DONNA M. RICHARD

OBJECTIVE High energy professional and current business owner with over 20 years of experience in the client services industry seeking to transition business background and advanced degree to a position in Quality/Process Improvement.

SKILLS & ABILITIES Client focused, organized, detail oriented, exceptional work ethic, self-starter, excellent time management skills. Microsoft Office, Lean/Six Sigma, Process Improvement.

EDUCATION

NATIONAL GRADUATE SCHOOL OF QUALITY MANAGEMENT
Master of Science: Quality Management/Lean Six Sigma (6/2013)

VILLANOVA UNIVERSITY
Certificate: Organization Effectiveness (3/2014)
Master Certificate: Human Resources Management (3/2014)
Certificate: Project Management (12/2013)

COLUMBIA COLLEGE
Bachelor of Science: Business Administration/Marketing

EXPERIENCE

BUSINESS OWNER: THE WAX HOUSE, ARLINGTON, VA
February 2011-Present
Owner operator of a boutique spa providing high-end esthetic services with excellent client retention. Highly committed to exceptional customer service, reliability, and thoroughness, as shown by stellar reviews on online review sites such as yelp.com.

Maintains high level of energy to consistently and successfully manage all facets of the business including consultations, services and sales, and all accounts receivables. Tracks and maintains accurate and confidential client records while monitoring for client retention.

Created and maintains business website, and updates and monitors client visibility and reviews.

SALON MANAGER/FRONT DESK MANAGER: LAST TANGLE, WASHINGTON DC
February 2008-November 2010
Assumed full responsibility of salon as Acting Salon Manager during owner's medical leave. Range of responsibilities included:

- Providing staff development and training
- Handling staff scheduling and front desk supervision

- Updating policies and procedures manuals
- Handling inventory management and control
- Providing report and document preparation for review
- Handling accounts receivables.
- Acting as client/staff liaison/troubleshooter and providing appropriate solutions to client issues
- Assisting in facilities management
- Coordinating newsletters, brochures and displays

ESTHETICIAN: LAST TANGLE, WASHINGTON DC

January 1991-November 2010

Provided professional salon services and exemplary customer service while maintaining steady growth of clientele, even during economic downturn in the Washington D.C. area.

**PROFESSIONAL
AFFILIATIONS**

American Society for Quality (ASQ)
Association for Talent Development (ATD)
Society for Human Resource Management (SHRM)
Harvard Business Review