Rachel Moreno

Spa Esthetician

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SUMMARY

Spa esthetician with 6 years in Asheville resort and day spas, delivering 28-32 facials, body wraps and waxing services a week. Keeps guest satisfaction at 4.9 of 5, raises retail sales through home-care advice and trains new hires on the spa's signature body treatments. Holds a North Carolina esthetician license and works weekends and holiday peaks.

SKILLS

- **Facials**
- **Body Treatments**
- **Body Wraps**
- **Waxing**
- **Skincare**
- **Extractions**
- **Enzyme Peels**
- **Retail Sales**
- **Sanitation**
- **Customer Service**

EXPERIENCE

Spa Esthetician

04/2023 - Present

Laurel Crest Resort Spa

Asheville, NC

Esthetician at a 22-room resort spa serving hotel guests and local members.

- Deliver 28-32 facials, body wraps and scrubs a week, keeping guest satisfaction at **4.9** of 5.
- Advise guests on home care during each facial, lifting personal retail sales to $2,400 a month.
- Perform full-body waxing for 15+ guests a week, including bridal parties booked in groups of 6-8.
- Train 3 new estheticians on the spa's signature facial and body treatments protocols.

Esthetician

08/2020 - 03/2023

French Broad Day Spa

Asheville, NC

Esthetician at a 7-room day spa known for facials and couples packages.

- Performed 18-22 skincare services a week, including extractions, enzyme peels and back facials.
- Maintained rooms and steamers to state sanitation rules, with zero findings across 3 inspections.
- Rebooked 60% of facial guests within 6 weeks by setting their next date at checkout.
- Built a 90-client regular list through membership referrals and birthday offers.

EDUCATION

Certificate

Blue Ridge School of Esthetics

Esthetics (600 hours)

Asheville, NC

06/2020

CERTIFICATES

Esthetician License

07/2020

North Carolina Board of Cosmetic Art Examiners

Body Treatment and Wrap Certification

03/2022

Southeastern Spa Therapy Institute