



Allison J. Moore

Customer Service Professional

2550 Carruth Court
Las Vegas, Nevada, 89121
Janayemoore2710@gmail.com
702-354-8009

Experienced retail, customer service, and operations professional with over 20 years of development in luxury retail environments. Awarded customer service approach. Extensive skill set in both Front and back of house processes. Over 10 years of experience managing inventory, client outreach, and event planning. Certified Makeup Artist.

Professional Experience

August 2022 - January 2023

Beauty Advisor Saks Fifth Avenue

Maintained a consistently high level of customer service, makeup artistry, and client outreach. Developed excellent customer relationships as a brand expert and ambassador. Achieved and exceeded all sales goals. Maintained a positive image as liaison between Saks Fifth Avenue and the house of Chanel.

March 2016 - July 2020

Inventory Specialist / Makeup Specialist Chanel

Brand ambassador, fragrance and beauty specialist with a focus on Master makeup artistry. Customer service resulting in multiple awards. Restructured Inventory management, executed quarterly cycle counts, and annual physical inventory resulting in annual inventory accuracy of 100%, strengthened operational standards and processes to deliver the ultimate client experience, processed received stock, and recorded into the system, built positive team relationships through assisting in boutique openings nationwide, implemented continuous development of SOP in partnership with the corporate operations team. Responsible for all client orders, and all boutique shipping and receiving needs.

January 2013 - January 2015

Beauty Advisor Chanel @ Wynn Las Vegas

Embodied brand image and upheld luxury customer service standards. Advised and assisted clients with fragrance, beauty, fashion, and jewelry-related merchandise according to brand and industry standards. Maintained a competitive client book and developed loyal clientele through elevated service and artistry techniques. Consistently achieved approved goals and all KPI's. Maintained optimal inventory levels through organization and awareness.

September 2004 - May 2011

Beauty Advisor Nordstrom

Delivered excellent customer service resulting in multiple Customer Service Awards, consistently achieved all assigned line and store goals, built positive team dynamics through open communication and collaboration, planned and successfully executed masterclass events resulting in client retention and brand loyalty, and earned lead makeup artist status.

January 2010 - Present

Owner/ MUA JaeFaces Makeup Artistry

Freelance makeup artist and Beauty stylist, client acquisition and retention through outreach, skill and elevated service standards. Providing skincare makeup and fragrance expertise and services to a diverse clientele. Event planning and execution. Masterclasses on best beauty and cosmetic behaviors and routines. Bridal photography and pageantry makeup. Kit maintenance and inventory.

Key Skills

- Adaptability
- Communicaton and Collaboration
- Project Management
- Luxury Customer Service
- Time Managemant
- Proficient in all Microsoft programs

Accomplishments

Chanel Croissance Future Business Leaders Recognition

Chanel Excellence in Customer Service Award
Nordstrom Customer Service All-Star Award