



MADISON JONES

PROFILE

A dedicated and customer-focused professional with a strong background in customer service, and administration. With extensive experience in both front-line roles and behind-the-scenes operations, I am skilled in building positive relationships, handling inquiries efficiently and providing exceptional service

WORK EXPERIENCE

Nov 2024 - Present

Al Nayef Group

Personal Assistant

- Prepared technical and commercial proposals aligned with client needs, along with creating quotations
- Coordinated sales team meetings and optimized schedules for senior leadership, improving time management and resource allocation.
- Maintained strong client relationships by attending meetings directly, addressing inquiries, managing complaints, and ensuring satisfaction
- Processed staff orders and managed supplier communications for timely delivery
- Organized client meetings and logistics, ensuring smooth coordination and preparation across teams and departments

Nov 2020 - Aug 2024

Wynn Nail Spa

Nail Technician

- Master at SNS nails
- Acrylic and nail extensions
- Building repeat clientele
- Infection control procedures

Aug 2019 - Oct 2020

American Eagle Outfitters

Sales Associate

- Effective sales, service, and operational skills to maximize team performance
- Friendly, approachable, and skilled at building positive relationships with customers
- Accurate in processing transactions, including cash, card payments, and returns
- Balancing customer service with stocking and other duties, even in busy periods

Aug 2017 - Jul 2019

Ambiance Nail Spa

Receptionist

- Answer phone calls, respond to emails, schedule appointments, and manage bookings
- Maintain and organize the salon appointment calendar using booking software
- Process payments, including cash, credit cards, and gift certificates
- Handle customer inquiries, complaints, and special requests with excellent customer service
- Assist in marketing promotions and social media updates on platforms such as Instagram and Facebook

Dec 2017 - May 2018

Buffalo Wings & Rings

Restaurant Hostess

- Maintain open communication with kitchen staff regarding cook times to prevent overloading workers and creating dissatisfied customers
- Provided accurate wait time estimates to guests, managing expectations in a professional manner
- Set up decorated menu marketing boards with current daily specials

+971 50 501 1692

madijoness18@gmail.com

Abu Dhabi, United Arab Emirates

EDUCATION

High School Diploma

Little Miami Highschool

2016-2020

State Board Certified Nail

License

Cincinnati Institute of Aesthetics
and Nails

2020-2021

SKILLS

- Client Relationship Management
- Sales and Time Management
- Microsoft Word and Excel
- Team Coordination & Leadership
- Operational Coordination
- Proposal & Quotation Preparation
- Customer Service Excellence
- Problem-Solving
- Vendor & Supplier Coordination
- Procurement
- Data Analysis & Reporting
- Attention to Detail
- Multitasking & Prioritization
- Conflict Resolution
- Assisting with Marketing & Social Media
- Cross-functional Collaboration

PERSONAL DETAILS

- American
- UAE Driving License
- Single
- Work Visa