

# Ingrid Medina Estrada

RENO, NV  
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## SUMMARY

Highly organized and detail-oriented professional with experience in customer service, operations management, and client relations. Adept at handling administrative tasks, coordinating schedules, and streamlining processes to enhance organizational efficiency. Bilingual (English and Spanish) with a strong work ethic, adaptability, and a proven ability to excel in fast-paced environments.

## EXPERIENCE

### Mililux Esthetics LLC, Reno, NV — *Esthetician / Lash Technician*

MARCH 2024- PRESENT

Managed daily operations of a self-owned business, including scheduling, client communication, financial tracking, and supply management. Streamlined administrative workflows to ensure a seamless client experience and efficient service delivery. Created and maintained client records, ensuring accuracy and confidentiality. Executed marketing and promotional strategies to grow the client base.

### Oceano Peppermill, Reno, NV — *Server*

JULY 2023 - MARCH 2024

Coordinated large volumes of customer interactions, managing orders and transactions with precision. Maintained organized documentation of daily transactions and addressed guest inquiries promptly. Resolved customer concerns efficiently while maintaining a professional demeanor.

### Babes Beautique, Reno, NV — *Esthetician / Lash Technician*

OCTOBER 2021 - MARCH 2024

Coordinated client appointments, maintained accurate scheduling records, and processed payments. Delivered exceptional customer service, resolving inquiries and ensuring client satisfaction.

### Anthony's Chophouse, Sparks, NV — *Hostess*

MARCH 2019 - SEPTEMBER 2021

Scheduled and managed seating arrangements, ensuring optimal guest flow and minimizing wait times. Maintained records of reservations and guest preferences to enhance service quality. Assisted management in implementing operational improvements for enhanced efficiency.

## SKILLS

Administrative & Office Support

Scheduling & Calendar Management

Customer Service Excellence

Time Management & Organization

Problem Solving & Conflict Resolution

Digital Point of Sale (POS) System Proficiency

Business Operations & Financial Management

Bilingual : English & Spanish

## EDUCATION

### ESTHETICIAN LICENSE

International Academy of Style - 2021

### HONORS DIPLOMA

Earl Wooster High School - 2020

## PROFESSIONAL EXPERIENCE

Business Owner & Esthetician

## REFERENCES

Available upon request