

MACY HOBSON

07735386662

macyrosehobson@gmail.com

Birmingham, UK

CAREER SUMMARY

Versatile professional with over 7 years experience across beauty, retail, hospitality, and administrative roles. Skilled in managing client relationships, scheduling, sales support and team coordination; with a proven ability to thrive in fast-paced environments. Recognised for strong communication, problem solving and organisational skills. Repeatedly shown commitment to deliver high quality services, while supporting business operations and team success.

SKILLS

- Communication and Collaboration
- Adaptability/Flexibility
- Makeup application
- Microsoft Office
- Creativity and artistic vision
- Customer service and support
- Attention to detail
- Scheduling and calendar management
- Time management
- Critical thinking

PROFESSIONAL EXPERIENCE

MAKEUP ARTIST, SEPHORA, BIRMINGHAM | OCTOBER 2024 - PRESENT

- Successfully lead in store masterclasses and brand events, including Sephora Birmingham's grand opening week. Engaged large groups of customers, increasing brand awareness.
- Continuously achieving an average basket of £180-£230 per makeup service, exceeding monthly team targets.
- Positively recognised by management and customers, earning both internal and external acknowledgements for outstanding artistry and client service.
- Trained and assisted new makeup artists, providing hands on guidance and shadowing opportunities, to build confidence and skill.

BAR STAFF, SLUG AND LETTUCE, BRINDLEY PLACE | JULY 2024 - OCTOBER 2024

- Delivered high quality customer service in a fast-paced bar environment, serving up to 150+ guests per shift.
- Maintained the knowledge of 30+ cocktails and beverages offered, ensuring smooth service during peak times.
- Assisted in bar opening/closing duties, to guarantee cleanliness and readiness for both daily and event service.

BAR STAFF, THE FOREST HOTEL, DORRIDGE | OCTOBER 2023 - JUNE 2024

- Provided table and bar service to an average of 80-120 customers per shift, ensuring repeated positive guest experience.
- Managed 20-30 table bookings per night, while accommodating additional walk-ins.
- Supported team operations by opening and closing the venue, while maintaining high service standards.

MAKEUP ARTIST, MECCA COSMETICA, PERTH AUSTRALIA | OCTOBER 2021 - APRIL 2023

- Delivered tailored makeup services and consultations for a diverse clientele, averaging 7-10 appointments daily.
- Supported retail operations through sales assistance, contributing to consistent weekly sales targets of \$90 000+.
- Maintained Mecca's high standards in presentation, store cleanliness, and customer service.

SUPPORT WORKER, CAMCAN, PERTH AUSTRALIA | JULY 2020 - OCTOBER 2021

- Provided personalised support for clients with disabilities by assisting with transport, appointments and daily routines.
- Facilitated meaningful activities to enhance client wellbeing, productivity, and engagement.
- Collaborated with families to create supportive home environments, improving overall family dynamics.
- Collaborated with the families and support coordinators to come up with beneficial services, and ensure clients' continuous emotional growth.

RECEPTIONIST, STEPPING STONES THERAPY SERVICES, BUNBURY AUSTRALIA | MAY 2018 - JUNE 2020

- Managed appointment scheduling and calendars for 15 therapists, to ensure accuracy and confidentiality.
- Created and processed invoices, maintaining 100% on time billing.
- Oversaw office and therapy supply orders, while keeping filing systems and records up to date.

SUPERVISOR/SALES ASSISTANT, BEST AND LESS, BUNBURY AUSTRALIA | JUNE 2016 - JUNE 2020

- Supervised a team of up to 8 casual employees to ensure smooth daily operations, while consistently maintaining four store departments at the company standards.
- Processed transactions and assisted an average of 120 customers per shift, ensuring accuracy and efficiency.
- Coordinated stock replenishment during deliveries, organising and restocking up to 4 pallets per shift.
- Demonstrated strong time management skills by balancing two part-time work schedules with full-time academic commitments.

EDUCATION

Diploma of Screen and Media: specialist makeup, Australian College of Specialist Makeup- Perth, Australia

High school diploma, Manea Senior College- Bunbury, Australia