

Lead Skincare Advisor

Melissa Chan

Professional summary

Licensed esthetician and skincare advisor with experience helping clients achieve long-term skin health. Highly skilled in product analysis, skin consultations, and the creation of personalized skincare routines, incorporating both retail and prescription-based solutions.

Experience

Lead Skincare Advisor

January 2022 - Now

Kiehl's / Seattle, WA

- Conduct comprehensive skin assessments using diagnostic tools and visual evaluation to tailor skincare routines.
- Educate clients on ingredient efficacy, layering techniques, and proper product usage.
- Increased repeat clientele by 40% through customized skincare planning, fostering lasting client relationships.
- Lead training sessions for new hires on the latest skincare trends, customer interaction techniques, and brand ethos.

Skin Consultant

April 2018 - December 2021

The Body Shop / Bellevue, WA

- Specialized in offering cruelty-free skincare solutions for clients with diverse needs.
- Ensured consistent product stock levels and managed reorder schedules, ensuring timely availability for clients.
- Exceeded sales targets by effectively recommending skincare products that aligned with individual client concerns.

Extracurricular Activities

Skincare Workshop Leader

March 2021 - Now

Seattle Wellness Club

- Lead monthly skincare workshops, covering topics like anti-aging, sun protection, and the latest skincare technologies.

Testimonials

"Melissa's expertise in skincare has been invaluable in transforming my skin! Her personalized recommendations helped clear up my acne and gave me a routine I can stick to. I've been a loyal client for over two years." – Emily R., Seattle, WA

"I had the pleasure of attending one of Melissa's skincare workshops. Her passion for educating others shines through, and I left with a wealth of knowledge on how to take care of my skin. Highly recommend!" – Jordan L., Seattle, WA

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Education

Associate of Applied Science in Esthetics

Clover Park Technical College

Graduated: May 2017

Certifications

- Washington State Esthetician License – Valid through May 2025
- Dermalogica Professional Training – March 2023
- Basic Chemical Peel Certification – SkinCeuticals Institute, September 2022

Skills

Expert in skin diagnostics and personalized skincare consultations



Extensive knowledge of AHA/BHA, retinol, and vitamin C treatments



Customization of skincare routines for various skin types (acne-prone, dry, sensitive)



Client education and relationship-building with consistent follow-up



Proficient in sales tracking, KPI reporting, and performance analysis

