



ALEXANDRA HAYES

Senior Luxury Watchmaker

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 New York, NY

Professional summary

Luxury Watchmaker with experience in servicing high-end timepieces including Rolex, Patek Philippe, and Audemars Piguet. Adept at full movement overhauls, cosmetic restoration, and chronograph repair under strict brand standards.

Experience

2015 - Now

Senior Luxury Watchmaker

New York Horology Atelier, New York, NY

- Perform intricate repairs and regular maintenance for luxury mechanical watches, consistently exceeding service quality benchmarks.
- Conduct full movement overhauls and adjustments with brand-authorized tools, preserving original craftsmanship and value.
- Apply advanced polishing and laser techniques to refurbish cases and bracelets with minimal material loss.
- Provide personalized service consultations to elite clientele, tailoring care and service plans for each timepiece.
- Review and validate work performed by junior watchmakers to ensure compliance with industry and brand expectations.

2012 - 2015

Watchmaker

Manhattan Timepiece Services, New York, NY

- Repaired and maintained high-end quartz and mechanical watches, delivering an average 95% satisfaction rate.
- Created estimates and provided clear explanations to clients regarding complex repairs and restoration efforts.
- Handled special orders for parts from Swiss manufacturers, ensuring authenticity and precision.
- Supported senior technicians during warranty claim services, improving claims processing efficiency.

Education

Advanced Horology Certificate

Swiss Watchmaking School | Geneva, Switzerland | Completed 2012

Professional Memberships

- Member, American Watchmakers-Clockmakers Institute (AWCI) since 2019
- Member, Horological Society of New York (HSNY) since 2016

Skills

Luxury brand servicing	★★★★★
Movement overhaul	★★★★★
Chronograph repair	★★★★★
Precision polishing	★★★★★
Escapement adjustment	★★★★★
Water resistance certification	★★★★★
Laser welding	★★★★★
Customer consultation	★★★★★
Manual dexterity	★★★★★
Quality assurance	★★★★★