



Rose Mari Goncalves

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Objective To obtain employment as a multi-lingual Customer Service Representative

Experience Hair Club for Men and Women - Stylist / Technical Supervisor
November 2007 to December 2010 - Sandy, Utah

- Hair Restoration and Hair Replacement for high end clients
- Sales Consultant / Upgrading clients to higher service levels
- Customer service - Dealing with self-image of clients
- Interface with multi-lingual clients

Self-Employed Stylist
November 2004 to November 2007 - Murray, Utah

- Marketing to obtain new clients
- Customer Service for existing clientele

ICTS - Airport Security Consultant
April 1999 to September 2003 - Zurich, Switzerland

- Performed security interviews to passengers leaving Zurich Switzerland bound for international destinations
- Conducted interviews in English, German, Portuguese, Italian, and Spanish
- Dealing with the public using excellent customer service

Relevant Skills

- I am fluent in English, Portuguese, Italian, German, and Spanish
- Extensive experience working with Customer Service
- I have a friendly personality. I am confident and open to change
- I stay calm under pressure
- Computer Skills including Microsoft Word and Excel

Education Salt Lake Community College
2003-2004 / 2008-2009

- Studied General Education including English, Writing, and Math

jFahny International School of Cosmetology
1996 - 1997 in Zurich, Switzerland

High School Graduate