# Rachel F. Santos

rachelfrancesbeautyfx

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## SUMMARY

- Over four years of customer service experience in retail sales
- Graduated in 2024 from Humber College with a Cosmetic Management diploma
- Completed certificate in the Advanced Special Effects Makeup, Prosthetics and Props at Sheridan College

## EDUCATION

**Sheridan College** — *Advanced Special Effects Makeup, Prosthetics and Props Certificate*
January 2025 - December 2025

**Areas of Knowledge**

- Classes Include: sculpting, moulding & casting, special effects makeup & prosthetics, prop production, puppetry & animatronics, and conceptual process
- Educated in product knowledge and industry safety standards

**Humber College** — *Cosmetics Management Diploma*
September 2021 - June 2024

**Areas of Knowledge**

- Learned skills such as product knowledge, cosmetics history, ethics and sustainability, marketing, selling and counter management
- Classes excelled in include: colour theory, cosmetic application and retail buying

## EXPERIENCE

**MAC Cosmetics, Mississauga** — *Artist*
May 2023 - November 2023

- Used colour theory skills to colour-match customers and found their perfect shade
- Sold products, upsold, and helped customers build baskets and get products that were compatible with what they originally came in to purchase
- Handled several customers and sales at a time, while also working with the rest of the team to stay in touch and ensured everyone was being assisted

**Dairy Queen, Mississauga** — *Fast Food Worker/Trainer*
July 2019 - April 2023

- Trained numerous new employees to adhere to company standards and practices
- Managed staff during peak business hours ensuring customer service was provided to the highest degree
- De-escalated guest issues and worked towards finding a positive resolution
- Listened effectively to customers to determine and address their needs expeditiously
- Resolved problems and overcame objections through solid knowledge
- Ensured all customers enjoyed a memorable experience fostering good public relations
- Adapted quickly to the changing needs of the customer to ensure complete satisfaction

## CERTIFICATIONS

- LinkedIn: Marketing Your Event
- LinkedIn: Event Planning Foundations
- Dermalogica: Clean Touch Certified for Makeup Artists
- Certified in Standard First Aid & CPR/AED level C (BL)
- WHMIS Certified
- Working At Heights Certified