

# Renee Baker

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## CAREER SUMMARY

I am a highly motivated and result oriented professional with twenty years of customer service, sales, and customer relations experience in aesthetics, fashion, and hospitality. I have a successful record of creating and maintaining professional and loyal relationships with co-workers, staff, suppliers, and customers in person, online, and by phone. I have also maintained high levels of service that contributed to improved business results. I am a team player with an outgoing and pleasant demeanor, which enables me to achieve high levels of customer satisfaction.

## SKILLS AND ATTRIBUTES

Sales experience | Efficient and detail oriented | Strong written and articulate oral communication | Outgoing, friendly, and courteous | Professional appearance and manner | Fast and effective worker | Works well independently and as a team member | Computer proficiency | Handle customer inquiries efficiently | Licensed aesthetician

## WORK HISTORY

### **Willis Towers Watson – Customer Service Representative, Tempe, AZ**

September 2024 – Present

- Handle inbound calls from employees and retirees with questions about health insurance, pension plans, and other benefits.
- Provide accurate information on medical, dental, vision, HSA, and FSA benefits, including enrollment, eligibility, and coverage details.
- Guide callers through complex retirement options, including vested balances, annuity estimates, and payout timelines.
- Practice professional phone etiquette, active listening, and empathy to ensure every interaction is respectful, clear, and supportive.
- Stay current on updates to health plans and benefit policies through regular team trainings and coaching sessions.
- Adapt quickly to procedural changes and new tools in a fast-paced, high-volume call center environment.
- Efficient in Genesys, MCCH, Shelf, Microsoft.

**Rose City Lashes – Small Business Owner / Esthetician, Portland OR**

April 2016 – December 2023

- Founded and managed a successful lash extension business with a loyal client base.
- Performed lash extension services including classic, hybrid, and volume sets.
- Maintained high hygiene standards, complying with state regulations and licensing requirements.
- Managed all scheduling, customer communication, inventory, and marketing efforts.

**Backstage Pros- Assistant, Portland, OR**

Part-time 2016 – 2023

- Coordinated backstage logistics for runway models during fashion and promotional events for Nike, Columbia Sportswear and Nordstrom.
- Assisted with wardrobe, styling, and timing for live production setups.
- Liaised with sales directors, event managers, and talent to ensure smooth show execution.

**Esthetician / Laser Technician Surgery, Henderson, Nevada**

October 2014 – February 2015

- Provided pre- and post-operative skincare treatments to patients.
- Performed medical-grade treatments including laser therapy, chemical peels, and microdermabrasion.
- Educated patients on skincare regimens to support healing and long-term skin health.

**Customer Service – Omnia Nightclub, Caesar's Palace Resort & Casino, Las Vegas**

February 2015 – June 2015

- Delivered exceptional guest service in a fast-paced, high-volume luxury nightclub environment.
- Promoted premium table and bottle service options to drive revenue and upsell VIP packages.
- Built long-term client relationships resulting in return customers and consistent sales performance.

**Customer Service – Haze Nightclub, Aria Resort & Casino, Las Vegas**

June 2012 – December 2014

- Built rapport with high-end clientele while upholding professionalism under pressure
- Maximized revenue through upselling.

**Customer Service – Chateau Nightclub, Paris Hotel & Casino, Las Vegas**

April 2011 – June 2012

- Managed guest flow and reservations during peak events and promotional nights.
- Provided friendly, high-touch service to enhance guest satisfaction.
- Contributed to increased table sales through service excellence and upselling strategies.

**Medical Esthetician / Laser Technician – VIP MedSpa, Clackamas, OR**

February 2010 – February 2011

- Performed facials, laser treatments, and advanced skincare procedures.
- Maintained accurate patient records and treatment documentation.
- Consulted with clients to develop customized skincare plans.

**Manager / Esthetician / Laser Technician – Forever Young Medical Spa, Beaverton, OR**

February 2009 – February 2010

- Oversaw day-to-day operations of the spa, supervising staff and managing client scheduling.
- Delivered aesthetic treatments and advised clients on skincare products and regimens.
- Handled ordering, inventory, and business administration duties.

**Esthetician – Mona Spa and Laser Center, Tigard, OR**

October 2008 – February 2009

- Provided facials, waxing, and basic skincare services in a tranquil spa setting.
- Assisted clients with skincare consultations and product recommendations.
- Maintained a clean and calming environment for all guests.

REFERENCES UPON REQUEST