



HAIR & MAKE-UP ARTIST

ZAK COLDICUTT

Information

Address

177 Conway Street
Everton, Liverpool L5 3BB

Phone

0777 074 7409

Email

zakukglobal@gmail.co.uk

Website

www.zakcoldicutt.co.uk

Social

Facebook

@zakcoldicuttstudio

Instagram

@zakcoldicutt

Biography

Zak Coldicutt is an exceptional Hair & Makeup Artist. A person who is enthusiastic, confident and hardworking with extensive experience working in the sales and customer services industry. He continues to go from strength to strength; excels in delivery of excellent customer service standards, either by telephone, e-mail, or in person. With outstanding communication and listening skills with the capability of dealing with a variety of people and challenging situations.

His professional approach to work as part of an effective team and reliable individual. A clear communicator with good organizational skills, who pays close attention to detail and has proven experience of working to deadlines and hitting sales targets/ KPI's. He has considerable experience at planning and conducting events from working as part of a team or leading a team. Zak has lived in the USA and UK, which has given him a unique ability to adapt to achieving his goals. Zak enjoys learning and developing new skills, flexible worker and has a willingness to undergo any necessary training.

Key Skills

- Excellent customer service
- Confident telephone manner (clear voice) – Experience of dealing with a high volume of calls on a daily basis
- Remains calm, resilient and focused when working under pressure
- Computer literate and familiar with a range of software and packages
- Managed company Social media accounts
- Awareness of GDPR/Data Protection policies
- Experience of stock management and control
- Dealing with and processing online customer orders
- Proficient in administration duties
- Familiar with managing the finance and accounts of a business (previous proprietor of a make-up studio in New York City)
- Experience of leading and managing a team of up to 18 members of staff
- Previously responsible for training staff in Customer service and Sales



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Work History

Sept 2017 - Present

Beauty Bazaar Harvey Nichols - Beauty Stylist and Customer Care

- Dealing with customers face to face to assist and close sales/provide excellent customer service. Managing and handling a large volume of calls regarding online order queries along with general queries and complaints.
- Using the Internal bespoke system for online orders and checking stock/ deliveries for customers.
- Dealing with difficult customers on the phone and doing my up most to resolve and make sure the customer leaves the phone happy.
- Consistently delivered sales targets - generated £37k solely in December 2019.

Oct 2016 - July 2017

Salon Sav - Regional Trainer

- Training staff in sales techniques, customer service and how to close a sale.
- Training staff on product knowledge.
- Completing training courses for staff in 7 locations around the North West, travelling to all locations.

Further Experience

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|-------------|------------------------------------------------------------------|
| 2012 - 2017 | Freelance Self-Employed Pro Hair and Make-up Trainer (Newcastle) |
| 2010 - 2012 | Managing a Hair and Make Up Studio (Glasgow - Managing 18 Staff) |
| 2009 - 2010 | Hair and Make-up Artist (Hollyoaks). |
| 2004 -2008 | Proprietor of a Hair and Beauty Studio in NYC |

Education

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|-------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2012 | <ul style="list-style-type: none">• Awarded level 5 expert colourist |
| 1991 -1993 | City College <ul style="list-style-type: none">• NVQ in Hairdressing and Beauty Level 1,2,3 completed. |
| 1990 -1991 | City College <ul style="list-style-type: none">• NVQ in Women's Fashion |
| 1985 - 1990 | Our Lady of Fatima High School GCSE's in several subjects including: <ul style="list-style-type: none">• Sociology, Maths, English and Home Economics |



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Achievements

- Currently Beauty Stylist at Harvey Nichols.
- Regional Trainer for Hair Company 'Salon Sav'.of calls on a daily basis
- Presenter at Scottish Hair & Beauty awards having the opportunity to interview celebrity hairdresser Trevor Sorbie.
- Hair and Makeup Artist at London Fashion week.
- Hair and Makeup Artist on Hollyoaks TV show.
- ITV show Auction party and guest celebrity hair & makeup stylist.
- NTAs makeup artist for the coronation street cast with Art Deco.
- Award winning best Male stylist Scottish hair and beauty Awards 2011.
- Hair & Makeup Artist Tony Awards working with elite nominees for a Tony Award.
- Hair and Makeup for American Idol's Randy Jackson.
- Hair and Makeup for the "the Today Show" NYC.
- Publication's photoshoots with Paper Magazine featuring Beverly Smith, Kiki and Herb, Sean Lennon, and others.
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- Publication's photoshoots with Paper Magazine featuring Beverly Smith, Kiki and Herb, Sean Lennon, and others.
- Managed Fashion events at the Mere Spa and Hotel, Knutsford.
- Hair and Makeup for Crobar publicity photo shoot.
- Wedding hair and Makeup for Billy Joel and J.J.Phillips.
- Hair and Makeup for Michelle Holme for the 2006 Grammy Awards.
- Makeup for singer-songwriter Tracy Chapman.
- Hair and Makeup for Benjamin McKenzie, star of "The OC".
- Hair and Makeup for U.S. Broadway premiere of "SOME GIRLS" BY Neil LaBute.
- Hair and Makeup for the world premiere of "The Education of Jenna Bush" starring Melissa Rauch from VH1'S hit series " Best Week Ever".
- Hair and Makeup for the Tony Awards, Grammy Awards,MTV, VH1, 'The Today Show," "The Martha Stewart Show", "Mel B in Rent," American idol's Randy Jackson and numerous Armani catalogue shoots.