

Tracie L. Hamilton

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SUMMARY:

Dynamic and resourceful leader with extensive experience in customer satisfaction, team management, and business operations. Adept at building and maintaining strong relationships with clients and employees while driving operational efficiency. Skilled in educating clients to empower informed decision-making and offering tailored solutions that best suit their needs. Proven ability to train and develop high-performing teams, implement innovative strategies, and identify new revenue opportunities. Highly organized with a focus on delivering exceptional client care and fostering a positive workplace culture.

QUALIFICATIONS:

- Restaurant ownership/management. FOH, including, bartending and serving with over 30 years experience.
- Excellent customer care, guest service and attention to detail
- Ability to work well with entire team
- Logical and critical thinker that works well under pressure
- Strong management and leadership skills with profound self motivation
- Strong ability to maintain a professional appearance and great attitude at all times
- Excellent team player, who enjoys establishing and maintaining relationships
- Great ability and willingness to update technical skills by facilitating and participating in ongoing trainings
- Excellent verbal and written communication skills
- Extensive computer skills, which consist of, but not limited to Mac and PC, Oce 2011/2013, Infinite Campus, Google Docs and QuickBooks, as well as, other POS company programs
- Proven sales and product recommendation background
- All aspects of Health, Wellness, and Esthetics, including personal training, facial yoga, aging clients, group instruction, facials, eyelash extensions, and chemical treatments
- Restaurant ownership/management.
- Responsible and dependable with high personal standards

PROFESSIONAL EXPERIENCE:

Keller Williams – Licensed Real Estate Agent **December, 2014 – August, 2025**

- Real Estate Investor with emphasis on Fix and Flips and Short & Long Term Property Management. • Title and Real Estate Law knowledge
- Negotiation Expert adept at initiating negotiations to ensure the best opportunity for all clients.
- Communicate and guide buyers, sellers and renters to understand property needs, timeline, budget. • Compiled lists of properties to view for client approval.
- Marketing and Promoting the company and the agent
- Built and maintained relationships with title companies, mortgage lenders, and inspectors. •

Maintain documents for clients

- Facilitated files of documents such as contracts, deeds, closing statements, purchase agreements, and leases.
- Providing excellent client service
- Certified Notary Public.

Licensed Medical Esthetician – Medical Esthetician/Health & Wellness Coach

June, 2010 – Current

- Licensed Medical Aesthetician with a focus in organic and natural remedies
- Educate patients on correct skin care treatments, as well as, proper nutrition
- Semi-permanent eyelash extensions and makeup artistry
- Chemical Exfoliation treatments
- Built and maintained strong customer relationships and ensured customer satisfaction by providing excellent client service
- Review and analyze client charts for information, such as clients' preferences, skin types and past treatments
- Eager to learn about new products and techniques
- Review fact sheets on chemical products for information regarding composition, use and emergency first-aid procedure
- Product ordering and training clients, as well as colleagues
- Certified injector and laser technician
- Certified Health and Wellness Coach
- Certified Personal Trainer and Facial Yoga Practice

Zini'z Pizza Restaurant- Co-Owner/Front of the House and Training Manager

October, 2007 – October, 2010

- Organized and maintained all new-hire and employee paperwork; General clerical
- Maintained all human resource files
- Managed all payables and receivables, including payroll
- Designed and organized all training manuals
- Trained all new front of the house employees
- Organized and managed all marketing and advertising techniques
- Worked FOH as bartender, server, and manager.
- Customer interactions, establishing and maintaining relationships to ensure their return.

YMCA – Assistant Aquatics Director; Site Supervisor; Swim Coordinator; Swim Instructor; Lifeguard

January, 2004 – March, 2007 (The Woodlands, TX)

- Assisted the Aquatics Director in day-to-day management and operations of the Aquatics Department
- Assisted the Aquatics Director in training and leading other employees
- Personal Trainer & Group Instructor
- Responsible for operation of multiple pools
- Hired and scheduled employees
- Organized and maintained all new-hire and employee paperwork; General clerical
- Scheduled, organized and maintained programs for over 800+ swimmers
- Built and maintained strong customer relationships and ensured customer satisfaction by providing excellent client service

EDUCATION

William Penn University, Oskaloosa, IA
4.0 GPA – Presidents List

Aveda Institute, The Woodlands, TX
Honors Graduate and Licensed

REFERENCES Available upon request