

OHIO SENATE

JK

2018 JAN 24 AM 10:17

STATE OF OHIO
Executive Department

OFFICE OF THE GOVERNOR

Columbus

I, John R. Kasich, Governor of the State of Ohio, do hereby appoint, Jessica Price-Kovach, from Galloway, Franklin County, Ohio, as a Member of the State Cosmetology and Barber Board for a term beginning January 23, 2018 and ending at the close of business October 31, 2021.



IN WITNESS WHEREOF, I
have hereunto subscribed my name
and caused the Great Seal of the State
of Ohio to be affixed, at Columbus, this
23rd day of January in the year of our
Lord, Two Thousand and Eighteen.

A handwritten signature in black ink, appearing to read "John R. Kasich", written over a horizontal line.

John R. Kasich
Governor

Jessica Price-Kovach
5935 Ocala Ct
Galloway, Ohio 43119
614-634-2980
jd5351@wowwav.com

Objective: Energetic, dependable, and solutions-oriented Esthetician and Sales Associate with expertise in building long-term relationships with customers to win repeat business. Demonstrate skill in increasing sales, selling promotions, and performing inventory control. Interested in obtaining a position in which my experience in sales and esthetics will be an asset.

Experience:

April 2012-Present Massage Envy Spa Dublin, Ohio
Licensed Advanced Esthetician

- Meeting and exceeding sales goals.
- Performing Customized Advanced Facial protocols with clients according to their skin care needs.
- Maintaining positive relationships with clinic management and clients.
- Determining proper home care needs and recommending appropriate Murad products to complete their skin care regimen.
- Conducting Skin Scan events in order to boost facial bookings and Murad product sales.
- Attending all clinic and regional trainings led by Murad and Massage Envy corporate.
- Esthetics Manager-Responsible for all esthetician interviewing and hiring for JLRW Group franchise.
- Extensive training in Murad, Inventory Control and Weekly Ordering.
- Monthly esthetician coaching and support.
- Enforcing clinic policies and discipline according to company procedures.
- Customer complaint handling.

October 2008-May 2011 Medco Health Solutions Dublin, Ohio
Resolution Team Lead

- Provided escalated customer service to customers with delayed orders, or otherwise unhappy about their plan structure or prescription benefits.
- Troubleshooting of customer orders to determine the best way to assist them to improve customer experience.
- Completed "Magic of Customer Service" training.
- Achieved and maintained adequate quality and service goals.
- Assisted with new employees as requested by management.
- Provided support to Accounts Receivable including processing payments.

June 2006-October 2008 Teleperformance, USA Columbus, Ohio
Supervisor, Sales and Customer Service

- **Achieved sales goals.**
- **Conducted training classes for new-hire Sales Team Representatives for Priceline.com according to corporate standards.**
- **Provided ongoing Mentoring and Sales support by conducting individual coaching, small group trainings and staff trainings.**
- **Telephone Sales Agent. Assisted customers with locating hotel reservations and vacation packages according to their desires and needs.**
 - **Achieved sales goals.**
 - **Ensured my staff met sales goals.**
 - **Air Travel Services Agent. Assisted customers with exchanging their airline tickets due to change of plans or flight plan changes.**
 - **Utilized Worldspan, Sabre, and G2 reservation systems.**
 - **Utilized Priceline.com proprietary CARES system to book reservations and make changes according to protocols.**
 - **Completed certifications on Travel Agent University website to learn about various travel locations.**

August 2003-June 2006

**Mattress Firm
Store Manager**

Columbus Ohio

- **Consistently achieved and exceeded sales goals.**
- **Trained in Sealy, Simmons, Spring Air and Tempurpedic brand bedding.**
- **Assisted customers in determining which bedding style would suit their needs according to their comfort level.**
- **Maintained clean and orderly store environment.**
- **Assisted new employees with learning the GERS sales program.**
- **Daily accounting duties including counting register, completing paperwork, and daily bank deposits.**

Education:

**The Spa School
Columbus, Ohio**

**Esthetics May 2011-December 2011
State Board-Passed January 2012**

**The Bradford School
Columbus, Ohio**

**Office Administration August 2000-November 2001
Associate of Applied Business Degree**

**Jonathan Alder High School
Plain City, Ohio
Diploma June 1999**

GOVERNOR'S APPOINTMENTS TO BOARDS AND COMMISSIONS

Date: 1/23/2018

Name of Appointee: Ms. Jessica Price-Kovach

Address: 5935 Ocala Ct.
Galloway, OH 43119
Franklin County
(H) -
(W) - 6147923689
(M) - 6146342980

Name of Commission: State Cosmetology and Barber Board

Contact: Chris Logsdon
1929 Gateway Circle
Grove City, OH 43123
(614) 644-6139

Term Begins: 11/1/2016

Term Ends: 10/31/2021

Party Affiliation: Democrat

Senate Confirmation: Appointed by the Governor, confirmed by the Senate

Financial Disclosure: Public disclosure required

Vice: