

# Aqra. A. Mugal

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## PROFILE

I recently completed Bioversity's Biotech Career Foundations Certificate Program, designed and taught by the Massachusetts College of Pharmacy and Health Sciences. After a year of professional experience in the cosmetology industry, I am eager to leverage my transferable skills and technical training to transition into an early-career lab operations role.

## Technical Training and Professional Skills

- Laboratory safety protocols and emergency equipment identification
- Solution and buffer preparation, molarity, dilutions, and unit conversions
- Use of essential lab equipment: pH meters, spectrophotometers, stirring plates, and fume hoods.
- Safety and Disinfection: Maintained a clean and safe salon environment by strictly following institutional safety protocols and established criteria for disinfection procedures.
- Customer Communication and Service: Effectively communicated with clients and team members to ensure clear information, address concerns, and foster a positive, professional environment.

## EDUCATION

**Bioversity – Biotech Career Foundations**  
Certificate of Completion

August 2025

**Empire Beauty School**  
Licensed Cosmetologist

June 2023

**Bunker Hill Community College**  
Associate's Degree, Liberal Arts

May 2022

## EXPERIENCE

### Assistant Colorist

**Madison Reed Hair Color Bar**, Somerville, MA

January 2023-February 2025

- Managed timely stock refills for hair color inventory, ensuring stylists had access to supplies, reducing color-related service time.
- Maintained high sanitation standards by following strict safety and disinfection protocols, contributing to a clean, safe environment.
- Improved overall workflow and efficiency by proactively organizing the backbar products and assisting team operations, supporting a smoother client experience.
- Streamlined front desk operations, assisting guests and clients, and reducing client wait times through improved scheduling and communication.

### Financial Aid Customer Service Representative

**Bunker Hill Community College**, Boston, MA

March 2020- January 2021

- Provided onsite customer support in the Financial Aid Office, assisting students with inquiries, paperwork, and FAFSA deadlines while ensuring a positive and productive experience.
- Accommodated customer service via the reception desk, helping students navigate the BHCC student self-service online, manage payments, and reply to inquiries through e-mail.