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| MASSAGE THERAPIST  **LISA WILLIAMS** | Phone: (123) 456 78 99 | Email: info@hloom.com  Website: www.hloom.com  Address: 1234 Park Avenue, Redwood City, CA 94063 |

OPERATIONS AND ORGANIZATIONAL MANAGEMENT

EXCELLENT CUSTOMER SERVICE

TIME MANAGEMENT PROBLEM RESOLUTION AND DECISION MAKING

SUPERIOR INTERPERSONAL SKILLS

STRONG ANALYTICAL ABILITIES

# Profile

* Dedicated, talented, and results-focused professional offering extensive experience in working as a Registered Massage Therapist within a customer service-oriented environment. Able to address client needs and implement cost-effective solutions to provide high quality of service and satisfaction. Energetic and success-driven individual with strong commitment to excellence, solid organizational and leadership adeptness.
* Maintains excellent people skills and proven ability to communicate well with all levels of professionals. Professional with strong work ethic and excellent client consultation skills. Seeking a challenging career opportunity working full-time as a receptionist in a chiropractor’s office and working part-time as a massage therapist. Desire to effectively utilize my outstanding work ethic, management skills, massage therapy knowledge, and leadership abilities.

# Career Overview

**MANAGEMENT AND OPERATIONS**

* Demonstrated excellence in business and management principles, including leadership technique, strategic planning, and coordination of people and resources.
* Responded to changing circumstances, assessed problems, formulated positive changes, and refocused on new priorities.
* Provided administrative support.

**CLIENT RELATIONS**

* Exemplified knowledge in providing customer service, evaluating clients’ needs, meeting quality standards for services, and maintaining customer satisfaction.
* Presented high level of professionalism and integrity in relating with clients, and in building long-term relationships with all levels of the management.
* Answered all customers’ questions, and addressed all complaints.
* Greeted customers with a positive demeanor.

**ADMINISTRATIVE FUNCTION**

* Managed company's billing and payments.
* Issued refunds, receipts, credits or change due to customers.
* Took care of gift certificates and redeemed coupons.
* Responsible for receiving payments.
* Accurately calculated payments received during a time period, and reconciled this with total sales.
* Compiled and maintained non-monetary reports and records.
* Responsible for periodic balance sheets of amounts and numbers of transactions.
* Responsible for calculating and recording totals of transactions.
* Maintained money in cash drawers at the beginning of shifts to ensure accuracy of amounts and adequacy for change.
* Processed customer billings.

**MASSAGE THERAPY EXPERTISE**

* Displayed expertise in working with clients on three levels of healing, spanning body, mind, and soul.
* Conducted relaxation using orthopedic massage and essential oils.
* Certified in Neck Decompression and effectively handled complicated shoulder injuries.
* Provided Pelvic Stabilization, trigger point release and lymphatic drainage procedures.
* Performed exceptional Reflexology and Hot Stone Therapy as well as handled Reiki / Chakra balancing.
* Showed expertise in applying finger and hand pressure to specific points of the body.
* Assessed clients’ soft tissue condition, muscle strength, joint quality and function, and range of motion.
* Conferred with clients regarding their medical histories and any problems with stress and/or pain in order to determine the proper massage for them.
* Effectively developed and proposed client treatment plans, determining the types of massage to be used.
* Carefully massaged and kneaded the muscles and soft tissues to provide various treatments for specific medical conditions, injuries, or wellness maintenance.
* Prepared and used a variety of oil blends and applied them to clients’ skin.
* Consulted with health care professionals such as chiropractors and physicians, and coordinated appropriate treatment efforts for clients.
* Referred clients to other medical professionals or therapists as appropriate and necessary.
* Compiled and organized client records and client history.
* Provided guidance and information to clients regarding techniques for postural improvement and stretching, strengthening, relaxation, and rehabilitative exercises.
* Used complementary aids, such as infrared sauna, wet compresses, ice, and hot and cold stones to promote clients’ recovery, relaxation, and well-being

# Work Chronology

**Registered Massage Therapist**

Massage by Lisa/Self-Employed, Fredericksburg, VA 2006–Present

**Customer Service Representative**

The Castle Resort, Virginia Beach, VA 2010

**Cashier | Sales Associate**

Dick’s Sporting Goods Virginia Beach, VA 2004–2009

**IT Technical Secretary**

Owen’s Computers, Virginia Beach, VA 1998–2000

**Cashier | Sales Associate**

Sam’s Hardware Store, Virginia Beach, VA 1982–1987

**Nurse’s Aide**

Nottingham Nursing Home, Virginia Beach, VA 1977–1980

# Credentials

**CERTIFIED MASSAGE THERAPIST**

Central The College of Holistic Health Ashland, VA 2006

**Registered Massage Therapist (Number 12345)**

**National Health Practitioners of Virginia (NHPV)**

**First Aid with CPR “A**

# Professional Training

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| * Swedish massage w/ Essentials Oil * Orthopedic Massage * Hot Stone Therapy | * Facial Massage * Lymphatic Drainage * Reiki I and II * Reflexology | * Sound Therapy * Other: Horse Husbandry, Lakeforest College. Fredericksburg, VA |

# Professional Affiliations

* National Health Practitioners of Virginia (NHPV)

# Other Skills

**Technical Skills:** Windows | Microsoft Office

**Language Skills:** English and Spanish