

Career Objective

To obtain a position as a health and wellness professional, utilizing skill sets in management, customer service, and massage therapy that will promote further growth and opportunities for advancement.

Work Experience

Indy Sports Massage, June 2016 - Current

Massage Therapist

- Provide massage and body treatment services to guests
- Commitment to guest satisfaction and growing and retaining book of clients
- Maintain current licensure and keep current with massage techniques
- Promoting and selling services and partnering/building relationships with professional sports teams in the community

Dragonfly Healing & Wellness, August 2014 – June 2016

Center Coordinator & Lead Massage Therapist

- Worked to assure the goals, objectives, and quality of service delivered to each guest of the wellness center are fulfilled
- Managed staffing and scheduling, maintaining service and care plans for guests, employee appreciation/recognition/satisfaction, employee training, adherence to policies and procedures, quality assurance and assisting with practitioner licensure and insurance compliance
- Managed website content, client communication i.e. monthly newsletters, special events
- Managed administrative duties i.e. answering phone, scheduling guests, check-in /check-out, end-of-day closing duties
- Promoted and sold services and built /retained book of clients, partnered/built relationships with businesses in the community

Woodhouse Day Spa, May 2012 – August 2014

Lead Massage Therapist

- Trained all new massage therapists to the Woodhouse Signature protocols
- Provided massage and body treatment services to guests
- Assessed guest needs and inquired about contraindications (e.g., allergies, high blood pressure, pregnancy)
- Promoted and sold spa services and retail
- Maintained current licensure and kept current with massage techniques
- Assisted management in training, scheduling, counseling, motivating and coaching employees; served as a role model
- Reported accidents, injuries, and unsafe work conditions to manager; completed safety training and certifications

ERA Real Estate Links, January 2012 – February 2014

Client Services Administrator

- Scheduled, organized, tracked, created and maintained brokers' personal marketing materials and vendors
- Updated Broker with all client communications, special projects, expired listings and prospecting
- Managed financial and operational processes
- Maintained signage, lockboxes, client database and websites

Education

Purdue University Global, BS in Health & Wellness - October 2018 - April 2020

Indiana University, BS in Environmental Management - August 1999 - May 2001

Indiana University Purdue University Indianapolis, BS in Construction Management - August 2001 - October 2003

Licenses & Certifications

Certified Massage Therapist – Credential ID# MT20901535

Real Estate Broker / Sales Person – Credential ID# RB14039711