

Technical writer with a background as a licensed massage therapist. Nearly ten years of experience in spa and medical offices and over fifteen years of experience in guest service, including over five with Walt Disney World Resort.

Experience:

The Hub, Center for Health and Beauty, Melbourne, FL

Technical Coordinator (May 2023 - present)

- Oversee day-to-day operations, including responding to Veteran Affairs and insurance requests while assisting patients with appointments and documents.
- Coordinate the onboarding of remote assistants, a first for the clinic.
- Responsible for setting up, creating processes, and training the staff on two new software systems.
- Responsible for keeping the clinic up to code with safety and license requirements.
- Creating documentation and videos for procedures, how-tos, and clinic policies.

LMT & Acupuncture Assistant (September 2021 - present)

- Coordinate with the acupuncturist to perform patient intakes, create care plans, and provide treatment while keeping detailed patient notes.
- Provide quality therapeutic massage based on the patient's needs.

Concentrix Global company, Remote work

Insurance Service Provider on assignment with Nationwide Insurance (2019 – 2021)

- Took calls from Nationwide members, assisting with home & auto policy changes & billing.
- Followed guidelines while working with multiple departments to solve complex situations.

Peak Performance Center, Melbourne, FL

Massage Therapist & Staff Manager (2018 – 2019)

- Oversaw daily operations at 2-3 locations, addressing client/facility issues, & staff scheduling.
- Set up and maintained the client scheduling software/POS system (Mindbody) to suit each location's needs, including creating and implementing specials and promotions.

Imperial Salon & Spa II, Indian Harbour Beach, FL

Massage Therapist (2014 – 2017)

- Performed consecutive 30-to-90-minute massage therapy sessions based on the client's needs.
- Offered suggestions for a treatment plan based on clients' intake forms and consultations.

Walt Disney World Resort, Lake Buena Vista, FL

Merchandise Coordinator (2007 – 2010)

- Assisted with cast concerns, monitored & resolved workflow to multiple merchandise locations.
- Addressed guest challenges to create a positive outcome.

Natalie N. Matos
www.natalienmatos.com

407-230-8679
natalienmatos@gmail.com

Education:

University of Central Florida Orlando, FL
BA English - Technical Communication Track
Graduated August 2023, GPA 3.9

The Salon Professional Academy, Melbourne, FL
Massage Therapy
Graduated - 2013, FL MA #74922.