

I have a BA in English focused on Technical Communications, over 3 years of experience as a medical assistant, and ten years as a licensed massage therapist. I am also Disney-trained in guest service, with over 15 years of experience.

### **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.
- 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.
- Create 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.

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.

### **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.