

NATALIE MATOS

(407) 230-8679 | natalienmatos@gmail.com | Palm Bay, FL

I have a strong foundation in technical communication, regulatory compliance, and client service, supported by a BA in English. My background includes managing patient documentation, responding to VA and insurance requests, developing internal procedures, and ensuring compliance with HIPAA and state regulations. I also have experience handling insurance policies and billing matters in highly regulated environments. I am currently completing a paralegal certificate and preparing for the NALA Certified Paralegal exam, which will further strengthen my legal knowledge.

Education

Paralegal certificate, Georgia Southern University (expected July 2026)

NALA Certification (expected October 2026)

BA English, Technical Communication Track, University of Central Florida (Aug. 2023)

Professional Experience

Hand & Stone Massage and Facial Spa, West Melbourne, FL

Licensed Massage Therapist (July 2025 – present)

- Provide quality therapeutic massage tailored to the client's specific needs, within my scope of practice, and in compliance with HIPAA, state, and company laws and policies.

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

Technical Coordinator (May 2023 – July 2025)

- Oversaw day-to-day operations, including responding to Veteran Affairs and insurance requests while assisting patients with appointments and documents.
- Responsible for keeping the clinic up to code with safety and license requirements.
- Created documentation and videos for procedures, how-tos, and clinic policies.

LMT & Acupuncture Assistant (Sept. 2021 – July 2025)

- Coordinated with the acupuncturist to perform patient intakes, create care plans, and provide treatment, while maintaining detailed patient notes.
- Provided quality therapeutic massage tailored to the patient's specific needs.

Concentrix Global Company, Remote work

Insurance Service Provider with Nationwide Insurance (Oct 2019 – July 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 (Feb. 2018 – July 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.
- Followed guidelines while working with multiple departments to solve complex situations.