

Milena Flores

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Greater Manchester OL10 4DB

PROFESSIONAL SUMMARY

Skillful Massage Therapist with experience, providing memorable client experiences through exceptional service and tailored treatment delivery. Adept in diverse massage styles, from Swedish to Deep Tissue, offering outstanding levels of care from arrival to treatment completion. Looking for more experiences and opportunities while completing a Level 5 Sports Massage course.

WORK HISTORY

12/2018 - Current

Urban Massage | Manchester, Lancashire

Professional Massage Therapist

- Ensured memorable client experiences by delivering a warm and friendly introduction, exceptional treatment process and outstanding post-treatment care.
- Specialised in Swedish and Deep Tissue massage, consistently aiming for pain relief and relaxation to best meet client needs.
- Delivered top-rated massage treatments to 348+ clients with 99.6% customer satisfaction. (based in ratings system) 118 of 348 people have booked more than once.
- Maintained exceptional client care standards through considerate communication and attention to detail throughout treatments.
- Consistently exceeded customer expectations by providing individualised ideas for wellness maintenance, such as stretches, stress relief techniques and product recommendation.
- Helped many clients with sciatic pain and muscle tension to be successfully pain free through effective application of neuro-muscular technique.
- Delivered specialist massage treatments such as CBD massage and beauty facial treatments, improving Urban service offering.

SKILLS

- Deep tissue massage
- Stress relief techniques
- Therapeutic massage techniques
- Operations support
- Process improvements



EDUCATION

Expected in 03/2023

Active Health Group

Manchester

**NVQ Level 5: Sports
Massage**

01/2022

Gateway Workshops

Manchester

Beauty Facial

05/2020

ProTrainings

Manchester

Covid-19 Healthcare Workers

07/2019

Gateway Workshops

Manchester

**Chair/Seated Acupressure
On Site Massage**

04/2019

Gateway Workshops

Manchester

Adv & Deep Tissue Massage

11/2018

Therapy Training School

Manchester

Swedish Body Massage

10/2018

Centre of Excellence

Manchester

**NVQ Level 3: Anatomy &
Physiology**