|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| |  |  |  | | --- | --- | --- | | Milena Flores   |  |  | | --- | --- | | 074788 83335  mfloreschagas@gmail.com  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** |

.