

# Milena Flores

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Greater Manchester

## 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

**Professional Massage Therapist** | Manchester

- 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 600+ clients with 99.6% customer satisfaction (based on the ratings) More than ¾ of the customers 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 recommendations.
- Helped many clients with sciatic pain and muscle tension to be pain-free by effectively applying neuro-muscular techniques.
- Delivered specialist massage treatments such as CBD massage and beauty facial treatments.

## SKILLS

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



## EDUCATION

*Expected in 09/2023*

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**