

**Taliyah Kay**  
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## Profile

University-educated Licensed Massage Therapist and spa manager with over 10 years of experience successfully working in and managing therapeutic massage in spa environments. Has significant experience in marketing and customer service as well.

## Professional Experience

### **Manager/Massage Therapist, Rejuvenate Massage and Facials, Missoula, MT**

*May 2018 – Present*

- Manage six massage therapists and eight estheticians.
- Lead and coordinate target specific advertising and ad campaigns for new services.
- Publish a monthly column on Massage Magazine online.
- Maintain a professional, inviting, and hygienic environment at all times.
- Established a 70% solve rate for customers complaints, both in person and online.

### **Massage Therapist, Unwind Therapeutic Massage, Missoula, MT**

*June 2014 – May 2018*

- Massaged approximately 25 clients per week for 60 to 90 minute sessions.
- Trained four therapists who were new to the industry and team.
- Completed detailed SOAP notes following each massage session.
- Attended courses in Balinese Massage and introduced it as a new service.
- Developed custom oil blends to aid in client treatment needs.

### **Massage Therapist, Marriott Resort and Spa, Missoula, MT**

*June 2010 – June 2014*

- Recommend specific massage therapies and techniques to clients based on painful or tense areas of the body.
- Worked cooperatively with 12 other spa staff to ensure a relaxing, positive, and smooth guest experience.
- Specialized in Swedish, aromatherapy, and hot stone massages.
- Volunteered for shifts during events and holidays.
- Provided over 1,500 30-minute chair massages at hotel events.

## Education

### **Massage Therapy Program Diploma (750 hours)**

*MOSSMAIN COLLEGE OF MASSAGE, Billings, MT September 2009 – May 2010*

### **Bachelor of Science in Management with a Special Designation Entrepreneurship**

*UNIVERSITY OF MONTANA, Missoula, MT September 2010 – May 2017*

## Key Skills

- Trigger point therapy
- Deep tissue massage
- Aromatherapy
- SOAP notes
- Customer service
- Sales
- Social media

## Certifications

- Licensed Massage Therapist (LMT), state of Montana