



Kelley A. Smith

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Certified Massage Therapist

Professional, dedicated and friendly massage therapist skilled in different modalities: Reflexology, Ear Candling and Sinus Massage, Swedish and Trigger Point Therapy. Demonstrated natural ability to plan a massage session that will relieve stress, tension and promote relaxation. Astute assessment skills able to identify problem areas and apply therapeutic massage techniques. Strong educational background with experience in building rapport with clients, securing new business and gaining repeat business.

Education/Certifications

Massage Therapist Career Certificate, American College of Massage, Crown Point, IN (2008)
B.A., English, Saint Xavier University, Chicago, IL (2000)

NCTMB Therapeutic Massage License, July 2009, License No: 577193-09
CPR for Healthcare Providers (2008)

American Society for Clinical Pathology Phlebotomy License (2006)

Skills Summary

- ◆ Perform quality massage therapy sessions and design specific sessions based on client's individual needs.
- ◆ Promote the health and wellness benefits to clients of receiving massage therapy on a regular basis.
- ◆ Create excellent experience for members/guests through friendly and helpful attitude.
- ◆ Generate new clientele through superior customer service and marketing programs.
- ◆ Customer service focused with the ability to communicate effectively with clients, management and sales staff.
- ◆ Extremely flexible and willing to commit to non traditional working hours.
- ◆ Understand and believe in the healing benefits of massage therapy and bodywork.
- ◆ Physically fit with strong hands and the ability to relieve pain and promote healing through massage.
- ◆ Strong scheduling, prioritizing and organizational skills; detail oriented with a positive and happy personality.

Professional History

American College of Massage, Crown Point, IN (2007 to 2008) - **Student Massage Therapist and Receptionist**

- ◆ Gained insight and practical experience in performing massages through Massage Therapy Program studies.
- ◆ Performed over seventy-five massages for clients, accurately completed intake forms, scheduled appointments and created a world class service experience for each client.

St. James Hospital & Medical Center, Olympia Fields, IL (2005 to Present) - **Phlebotomist/Lab Assistant**

- ◆ Perform phlebotomy services through Alverno Clinical Laboratories; perform venipunctures, label and transport specimens and ensure proper chain of command and custody for all orders.
- ◆ Conduct urine and alcohol breathalyzer tests, assist in laboratory functions and collect specimens from ER.

Polar Heart Rate Monitors, Chicago, IL (2003 to 2005) - **Technical Assistant**

Thirty-Three Temporaries Inc., Chicago, IL (2001 to 2003) - **Temporary Associate**

Adoption Information Center of Illinois, Chicago, IL (2000 to 2001) - **Writer**