

Stella Massey

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SUMMARY

Licensed Wisconsin **Massage Therapist** with five years of experience delivering therapeutic, relaxation, and **specialty treatments** in upscale spa and hospitality settings. Conducts thoughtful consultations that clarify guest preferences, **health considerations**, comfort needs, and **wellness goals** before each service. Adapts pressure, positioning, technique, and treatment flow with sound body mechanics and attentive communication. Maintains clean, organized treatment rooms, sanitized equipment, prepared linens, and reliable supply levels during busy schedules. Explains treatment benefits, practical wellness habits, and suitable spa services in clear, guest centered language. Builds trust through calm service, careful follow through, and accurate preference notes that support repeat appointments. Comfortable with evenings, weekends, holidays, peak periods, extended standing, repetitive upper body movement, and commission based spa operations.

EXPERIENCE

Massage Therapist

July 2024 to Present

Lakeshore Wellness Spa

Madison, WI

Supports hotel and local spa guests through customized therapeutic, relaxation, and specialty sessions. Manages consultations, treatment preparation, guest education, service notes, room turnover, supplies, and flexible peak period coverage.

- Customized therapeutic sessions after consultations, matching pressure and technique with guest comfort and wellness goals.
- Applied deliberate sequencing and safe **body mechanics** across back to back appointments during peak seasonal demand.
- Reset **treatment rooms** with sanitized tables, **equipment**, linens, and surfaces between scheduled guests.
- Explained **treatment benefits**, home **wellness practices**, and suitable spa services using clear guest centered language.
- Recorded preferences and service notes, supporting consistent care during returning guest appointments.
- Monitored linens and **supplies**, raising replenishment needs early for uninterrupted daily service.

Massage Therapist

May 2022 to June 2024

Cedar Grove Day Spa

Sun Prairie, WI

Delivered relaxation and **therapeutic massage** across varied appointment schedules. Built repeat client relationships through individualized consultations, safe treatment adjustments, organized room operations, practical wellness guidance, and dependable evening and weekend coverage.

- Selected massage techniques from consultation findings, **guest preferences**, and stated treatment objectives.
- Adjusted positioning and pressure after screening comfort concerns, supporting safe and professional treatment.
- Prepared sanitized rooms with organized oils, **linens**, equipment, and supplies before scheduled services.
- Built repeat client trust through **clear communication**, consistent pacing, and accurate preference recall.
- Recommended wellness practices and spa offerings when aligned with guest goals after treatments.
- Covered **evenings** and weekends during high demand periods, maintaining punctual **room turnover**.

Junior Massage Therapist

October 2021 to April 2022

Prairie Calm Massage Studio

Fitchburg, WI

Provided supervised and independent foundational massage services within established scope and **safety practices**. Developed consultation, ergonomic movement, room readiness, guest education, and spa etiquette skills through feedback from senior therapists.

- Completed supervised appointments using Swedish, relaxation, and **therapeutic massage** techniques within scope.
- Identified pressure preferences, focus areas, comfort needs, and treatment goals during pre service conversations.
- Applied ergonomic positioning and **body mechanics** through repetitive hand, arm, and **upper body** movements.
- Reset rooms with clean linens, sanitized equipment, and organized supplies between clients.
- Shared concise hydration, wellness, and follow up guidance after completed sessions.
- Refined communication, pacing, and spa etiquette through feedback from senior therapists.

PROJECTS

Guest Wellness Consultation Program 📅 2024

Partnered with spa colleagues to standardize consultation prompts for comfort, health considerations, pressure preferences, and wellness goals. Shared practical feedback that helped create calmer starts and more personalized treatment sessions.

Treatment Room Readiness Workflow 📅 2023

Worked with day spa teammates to organize linens, oils, equipment, and supply checks around appointment flow. The shared routine supported smooth turnovers and a welcoming experience for each arriving guest.

LEADERSHIP & AWARDS

- Recognized by spa leadership for dependable guest care during busy evening and weekend schedules.
- Commended by senior therapists for thoughtful communication, safe body mechanics, and consistent room readiness.
- Earned repeat guest trust through accurate preference recall and practical wellness guidance.

EDUCATION

Diploma in Massage Therapy2021

Madison Area Technical College GPA: 4.0Madison, WI

Coursework: Massage techniques, body mechanics, anatomy, sanitation practices

CERTIFICATIONS

- Wisconsin Massage Therapist License 2021
- CPR and AED Certification 2025

TECHNICAL SKILLS

- **Massage Techniques:** Therapeutic massage, relaxation massage, Swedish massage
- **Guest Consultation:** Health screening, comfort assessment, treatment goals
- **Body Mechanics:** Ergonomic positioning, treatment posture, movement control
- **Safety Practices:** Guest safety, scope of practice, pressure adjustment
- **Spa Sanitation:** Surface sanitation, equipment cleaning, linen handling
- **Treatment Rooms:** Room preparation, room reset, supply organization
- **Wellness Education:** Treatment benefits, hydration guidance, home wellness practices
- **Guest Service:** Personalized care, clear communication, repeat appointments
- **Spa Products:** Product knowledge, service recommendations, wellness offerings
- **Service Operations:** Appointment flow, room turnover, peak period coverage
- **Documentation:** Guest preferences, service notes, treatment records
- **Professional Practice:** Wisconsin licensure, spa standards, ethical conduct

SKILLS

- Therapeutic Massage
 - Relaxation Massage
 - Specialty Treatments
 - Guest Consultation
- Body Mechanics
 - Massage Safety
 - Spa Sanitation
 - Treatment Room Preparation
- Wellness Education
 - Guest Service
 - Spa Product Knowledge
 - Flexible Scheduling
- Swedish Massage
 - Pressure Adjustment
 - Treatment Documentation

PROFESSIONAL AFFILIATIONS

- Wisconsin massage therapy professional community, maintaining current state licensure and ethical practice.
- Madison area wellness community, supporting respectful guest care and informed service conversations.

LANGUAGES

- English (Native)
- Spanish (Beginner)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST