

Heather Holding

Massage Therapist with caregiver experience

Arroyo Grande, CA 93420

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Experienced massage therapist/resident advisor, bringing 30 years of customer-facing experience in fast-paced settings. Highly adaptable to addressing diverse client needs. Proven history of building trust with customers to promote satisfaction, resolve concerns and maintain long-term loyalty.

Authorized to work in the US for any employer

Work Experience

Massage Therapist

Massage Envy - Arroyo Grande, CA

August 2023 to Present

- Massage clients daily using different modalities
- Client retention

DSP (Direct Support Professional)

ResCare Community Living

November 2021 to Present

Assist non ambulatory & ambulatory disabled clients daily.

- Showering/dressing
- Cooking
- Transferring clients

Fulfillment Center Associate

Amazon - Fresno, CA

July 2018 to May 2020

- Accurately keyed in data for items into computer system using handheld scanners.
- Packed products into designated bins, taking care to protect items from damage or shifting during transport.
- Kept work areas clean, neat and organized for optimal productivity and worker safety.

Sales Associate

Porsche - Fresno, CA

May 2017 to December 2017

- Assisted customers by finding right unit, and checking inventory at other locations.
- Helped customers per day by responding to inquiries in person and online.
- Sold various units by explaining unique features and educating customers.

Resident Advisor

Turning Point Quest House - Fresno, CA

February 2017 to April 2017

- Completed daily resident welfare checks and coordinated with facility staff to ensure resident needs were met.
- Helped residents living with substance abuse, and co- occurring conditions with personal needs.
- Fostered relationships with residents, and worked with new residents to optimize acclimation and ease transition to new living environment.

Massage Therapist

Equinox - Encino, CA

February 2013 to February 2016

- Worked with clients performing variety of therapeutic massages, including pregnancy, sports, deep tissue and Swedish.
- Increased sales by providing exceptional service and maintaining positive and energetic attitude.
- Collected detailed client information to create individualized plans to relieve pain, improve circulation, rehabilitate injuries and increase relaxation.

Cashier Specialist

Costco - Atlanta, GA

May 2006 to May 2008

- Worked closely with front-end staff to assist customers.
- Trained new team members in cash register operation, stock procedures and customer service.
- Provided assistance with purchases, locating items and signing up for rewards programs.
- Prepared daily cash register drawers by carefully counting out correct change levels and documenting totals.

Guest Service Representative

Holiday Inn Express and Suites - Smyrna, GA

January 2006 to June 2007

Adoption Counselor

Atlanta Humane Society

Education

Associate in Addiction Studies

Los Angeles Pierce College - Woodland Hills, CA

High school diploma or GED

Skills

- Customer service
- Credit and cash transactions
- Animal care
- Acting
- Photography
- Energetic self-starter

- Sales expertise
- Outgoing personality
- Microsoft Office
- Cleaning Experience
- Order Fulfillment
- Pet Care
- Kennel Experience
- Supervising Experience (4 years)
- Pet Sitting
- Front Desk
- Veterinary experience
- Animal restraint
- Hotel experience
- Animal Handling
- Veterinary Assistant
- POS
- Dog Handling
- Cash Handling
- Cashiering
- Veterinary technician experience
- Caregiving
- Front desk
- Customer service
- Leadership
- Hotel experience
- Guest services
- Sales
- Cash register
- Cash handling
- Supervising experience
- Hospitality
- Computer skills
- POS
- Typing
- Serving
- Dealership experience
- ADLs
- Writing skills
- English
- Pet care

- Veterinary experience
- Animal care
- Grocery store
- Working with people with disabilities
- Conflict management
- Communication skills
- Analysis skills
- Caregiving
- Senior care
- Patient care
- Cooking
- Direct support
- Working with people with developmental disabilities

Certifications and Licenses

Massage Therapy License

CPR Certification

First Aid Certification

Driver's License

Non-CDL Class C