JULIAN MERCER

MASSAGE THERAPIST

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PROFESSIONAL SUMMARY

Licensed Massage Therapist with 6+ years in clinical, spa, and sports settings. Builds treatment plans for pain, tension, and recovery, and keeps a loyal client base through consistent results and clear communication.

PROFESSIONAL EXPERIENCE

Licensed Massage Therapist Apr 2021 - Present
Massage Envy, Austin, TX

- Deliver 25 to 30 therapeutic sessions a week, including deep tissue, myofascial release, and prenatal massage.
- Maintain a rebooking rate of about 72% by writing a short plan for each client and discussing home stretches.
- Charted SOAP notes after every session, and referred clients to physicians when contraindications appeared.
- Sold wellness memberships to regular clients, adding steady recurring revenue for the clinic.
- Managed a book of about 18 regular clients with standing monthly appointments, adjusting treatment focus to their changing goals.
- Referred clients to chiropractors and physical therapists when assessment suggested conditions outside massage scope.
- Practiced and taught simple stretching routines for desk workers, with clients reporting less neck and shoulder tension in follow-up visits.

Massage Therapist Jun 2019 - Mar 2021
The Spa at Four Seasons Austin, Austin, TX

- Provided relaxation and hot stone treatments for hotel guests, earning strong guest feedback in monthly reviews.
- Prepared treatment rooms to spa standards and maintained linen and product stock.
- Upsold targeted add-on services such as aromatherapy and scalp treatment to about a third of guests.
- Customized pressure and technique for guests with athletic or travel-related soreness, and returning guests requested me by name.
- Learned and applied the spa's standard protocols for hot stone, aromatherapy, and body wraps, and met every treatment time target.
- Completed hospitality training and kept guest preferences in the profile system for repeat visits.

Massage Therapist Aug 2017 - May 2019
The Woodhouse Day Spa, Austin, TX

- Performed Swedish, deep tissue, and aromatherapy massage on 20 to 24 guests a week, building a standing client list within the first year.
- Stayed on schedule with 60 and 90 minute bookings, and kept room turnaround under the spa's 15-minute standard.
- Documented health histories and consent for each new guest and flagged contraindications such as blood pressure concerns before treatment began.
- Learned prenatal and hot stone techniques through in-house training, and added both to the services offered within six months.

CORE SKILLS

Deep tissue massage | Myofascial release | Sports massage | Prenatal massage | Trigger point therapy | Client assessment | SOAP charting | Contraindication screening | Treatment planning | Anatomy and kinesiology | Sanitation | Client retention | Scheduling software

EDUCATION

Certificate in Massage Therapy, Austin Massage Therapy Program, Austin Community College, Austin, TX

CERTIFICATIONS

Licensed Massage Therapist (LMT), Texas Department of Licensing and Regulation | Board Certified in Therapeutic Massage and Bodywork (BCTMB), NCBTMB | CPR/First Aid