

**Athena F. Ortega**

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360-888-3862

**Education:**

*Functional Nutrition Alliance*

Functional Nutrition Counselor

Spring 2021- Spring 2022

*Institute of Integrative Nutrition*

Holistic Health Coach

April 2019- April 2020

*The Evergreen State College*

Bachelor of Arts Degree with emphasis in Food and Nutrition, Human Health, and Ethnobotany.

June 2017

*SPSCC*

Graduated in 2014 with Associate of Arts Degree, 3.2 GPA, and Vice Presidents List

*Body Mechanics School of Myotherapy and Massage*

2005-2006

Completed 900- hour course and certified as a Massage Therapist

*Kent Meridian High School*

Graduated in 1995 with a high school diploma

## **References:**

### **Professional**

Jo Archer- (360) 259-6320

Owner and Operator of Organic Wellness Massage

Candyce Bollinger- (360) 536-6294

Parent Educator and Family Counselor

Kim Solerno-Hunter- (360) 628-3378

### **Personal**

Emma Holly- Owner and Operator of Happy Dog Institute- 360-352-5125

Nani Bissett- Events Services Coordinator at The Washington Center for the Performing Arts- 360-528-7691

## **Work Experience:**

### ***Whole Child Therapy Services***

Olympia, WA.

February 2019- August 2020

Office Manager-part time

### **Knowledge and Experience**

Basic office tasks such as answering phones, scheduling appointments, sending and receiving faxes, managing filing systems, printing and copying.

Greet and welcome patients

Handle payments either in cash or by credit card

Manage billing including insurance claims

Applying insurance payments and keeping up to date with insurance billing.

Utilizing experience with handling customer questions, concerns, and complaints in a manner that aligns with the company's expectations.

### ***Organic Wellness Massage***

Lacey, WA.

November 2011- May 2017

LMP

### **Knowledge and Experience**

Check a client in with appropriate paperwork, check them out with payment and rescheduling.

Maintain a clean, organized environment.

Fill in at the front desk when needed which includes: checking and replying to voicemails, answering phone lines, data entry, and file maintenance.

Work within a team of Massage Therapists as an LMP.

Communicate with clients about their medical histories, personal stress, and any pains or injury that needs to be addressed.

Develop a treatment plan for that session and, if needed, a long- term treatment plan.

Maintain proper treatment records.

Recommend self-care, stretching, and strengthening techniques at the end of a massage session.

Manage a demeanor that supports the integrity of Organic Wellness' mission.

***Athena Massage Therapy***

Olympia, WA.

2006- 2012

Owner/LMP

**Knowledge and Experience:**

Owner and operator of Athena Massage Therapy business.

Maintain proper licenses.

Keep treatment records and organize in a file system.

Advertise the business and myself as a therapist.

Be devoted to upholding quality customer service and a positive experience.

***South Puget Sound Community College***

Olympia, WA

September 2004- 2010

Teacher's child aide in the Parent Education department

**Knowledge and Experience:**

Communicate with and support families within a diverse and cultured environment.

Work with children in a positive atmosphere guiding them into healthy social/emotional intelligence while their parents are in parent education lecture.

Contribute as a team player for a peaceful environment.

Consult with professional parent educators about techniques useful for working with children and their parents.

Keep the work area organized and sanitary.