

Heather Minter

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Experience

Hospice Massage Therapist - Montgomery and Prince Georges Hospice - May 2024 - Present

- Provide Comfort Touch and Reiki to patients nearing the end of life
- Create a supportive environment for caretakers through respite and conversation

Wellness Educator - Relate and Grow - 2022 - Present

- Compose quarterly newsletter articles on health and wellness geared toward parents of children with developmental delays

Health and Wellness Writer and Content Creator - Teaching Strategies - 2021 - 2024

- Wrote well-researched and evidence-based blog posts on various health wellness topics relevant to early childhood educators
- Lead and moderated The Wellness Center forum, facilitating discussions, answering queries, and nurturing positive online learning
- Scripted and led monthly live educational events focusing on self-care
- Produced instructional videos and graphics showcasing self-regulation techniques

Educational Content Developer- Noni Educational Solutions - 2020 - 2021

- Co-authored a comprehensive book about trauma-sensitive teaching
- Composed content for a relationship-focused coaching app aimed at supporting early childhood educators
- Crafted a collection of 75 micro-sized self-care practices
- Developed and delivered professional development sessions
- Scripted and led large-scale wellness education webinars, targeting educators
- Scripted and recorded instructional videos on practical self-care techniques

Owner and Practitioner - Minter Massage - 2017 - Present

- Provide personalized sessions that utilize a wide range of massage techniques including Swedish Massage, Deep Tissue Massage, Craniosacral Therapy, Myofascial Release, Comfort Touch, and Reiki
- Educate clients on health and wellness practices, including stretching, movement, hydration, body acceptance, and self-care strategies

Operations Manager - Potomac Massage Training Institute - 2017 - 2018

- Established and maintained office contracts for phone and other technical services
- Assisted with accounting: payable, receivable, invoices, bank deposits, payments
- Oversaw the logistical operations of the massage school, including managing room bookings, organizing materials, and coordinating schedules
- Managed front desk staff and employee schedules
- Managed all aspects of the company store, including inventory control, point of sale transactions, and accounting duties

Records Administrator - Pro Health Care Services - 2011 - 2017

- Spearheaded the overhaul of records management, streamlining data organization and retrieval processes for a home healthcare company
- Successfully implemented a CRM system, driving process efficiency and data accuracy for nurses and aides while adhering to Medicaid and Medicare protocols
- Developed and documented policies and procedures to standardize operations
- Designed company website

Education

The College of William and Mary
BA, English

Potomac Massage Training
Institute
LMT - DC & MD
CPR and First Aid Certified

Strengths

Communication
Accuracy
Taking Initiative
High EQ
Relationship Building
Collaboration
Time Management
Self-Motivation
Self-Care
Adaptability

Personal Snapshot

Then:

Raised in the jungles of Papua New Guinea's East Sepik Province, I developed a love for humanity and cross-cultural connection from early age. Resilience & resourcefulness are hard-wired into my being. I find profound meaning in the interconnectedness of all people.

Now:

Mother of three teenagers living in Silver Spring, MD. My free time is spent painting, sculpting, reading and working on my memoir. I love cooking and gardening and spending time in community. No day is complete without music and podcasts.

Experience

Executive Assistant - The Nielson Companies - 2008 - 2009

- Prepared and filed offers, agreements, and contracts
- Assisted in client communication and organization of client databases
- Scheduled property showings, open houses, and client appointments
- Designed marketing materials

Executive Assistant to the CEO - The Hammer Companies - 2005 - 2007

- Managed the calendar for the CEO and CFO
- Orchestrated complex travel logistics including international trips
- Organized and executed high-level meetings, conferences, and events
- Ensured the confidentiality of sensitive information while handling executive communications and personal matters
- Managed the contracts and logistics of opening a satellite office
- Wrote and proofread documents for corporate communication
- Managed office operations, including reception, supplies and facilities maintenance

Executive Assistant to the National Sales Director - Pfizer - 2001 - 2005

- Crafted communications in alignment with the voice and vision of multiple executives
- Coordinated and executed large-scale corporate events and meetings for senior staff
- Managed the onboarding new Area Directors
- Compiled accurate records, reports, and data for C-suite executives
- Scripted and created compelling presentations utilized to lead national sales team
- Oversaw a million dollar budget by tracking corporate expenses
- Chief arbiter for divisional charitable giving, acting as liaison between Pfizer and non-profits

Volunteer Experience

Respite and Companion Visitor - Montgomery and Prince Georges Hospice

- Visit patients facing the end of life to engage in conversation, life review, music and reading
- Provide respite to caregivers and being present as they process their heartache and grief

Event Coordinator - Forest Knolls PTA

- Spearheaded the planning and execution of International Night, hosting over two hundred people for a festival of cultural cuisine, games, and stage performances

Community Support - Human Rights Campaign

- Assisted in supporting local chapters of HRC as they executed lobbying local government and engaged in grassroots organizing

Delivery Driver - Food and Friends

- Delivered meals to patients with HIV and other life-threatening illnesses, managing logistics across the city to ensure timely drop-offs of hot food
- Provided positive support and companionship to recipients during deliveries

Event and Administrative Support - The Condom Project

- Provided administrative and physical support for international travel including the procurement, packing and shipping of supplies, booking flights, and applying for visas
- Volunteered at events focused on creating art with condoms to promote their use and reduce associated stigma