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**Shannon Burns**

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## PROFESSIONAL SUMMARY

Highly experienced professional with a diverse background in massage therapy, media production, web development, and computer science. Adept at team leadership, project management, and content creation across various platforms. Strong technical skills in coding, automation, and web design. Proven success in developing and launching interactive systems, managing cross-functional teams, and optimizing workflows for better efficiency.

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## TECHNICAL SKILLS

- **Programming & Web Development:** HTML, TVML, E-commerce, Content Management Systems
  - **Project Management:** MS Project, Budgeting, Task Scheduling
  - **Media Production:** Video Editing, Production Coordination, Content Development
  - **Massage Therapy:** Deep Tissue, Trigger Point, Myofascial Release, Swedish, Sports, Prenatal
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## PROFESSIONAL EXPERIENCE

### **Massage Envy Southpark Meadows**

*Massage Therapist & Lead Therapist*

**Jan 2013 – Present | Austin, TX**

- Provide therapeutic services with a focus on deep tissue, myofascial release, and sports massage.
- Lead a team of therapists, overseeing training and quality control to enhance client satisfaction.

**Massage Envy Hancock Center**

*Lead Therapist & Assistant Clinic Administrator*

**Apr 2007 – Jan 2013 | Austin, TX**

- Supervised clinic operations and ensured seamless client services.
- Managed scheduling, client inquiries, and therapist training.

**Starbucks Coffee Company**

*Barista*

**Jul 2005 – Jul 2007 | Austin, TX**

- Delivered exceptional customer service and managed daily café operations.

**SourceSuite LLC**

*Senior Producer & Project Manager*

**Jun 2000 – Jan 2004 | Irving, TX**

- Developed and maintained content for LocalSource, a digital platform, including designing an automation system to streamline processes.
- Produced Interactive Help systems for digital cable platforms and coordinated research & development initiatives.
- Managed the deployment of LocalSource 3.0, scheduling tasks, and working with third-party content providers.

**webtech.tm**

*Web Designer/Developer*

**Feb 1998 – Feb 2001 | Dallas, TX**

- Designed and developed data-driven, e-commerce-enabled websites.
- Negotiated hosting agreements and created design proposals for clients.

**America One Television**

*Production Manager & Operations Supervisor*

**Nov 1994 – Jun 2000 | Irving, TX**

- Directed and produced America One Collection series and on-air promotions.
- Managed budgets, production schedules, and equipment purchases.
- Coordinated streaming and encoding content for affiliate websites.

**MSTV, Inc.**

*Operations Manager*

**Feb 1991 – Nov 1994 | Dallas, TX**

- Managed on-air operations, program scheduling, and automation systems.
- Edited and produced network promotional pieces and various TV programs.

## **The Catherine Lang Video Film Company**

*Associate Producer*

**Feb 1991 – Mar 1993 | Sunnyvale, TX**

- Edited and produced legal documentaries and served as sound engineer for voice-over sessions.

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## **EDUCATION**

- **Bachelor of Science in Computer Science (In Progress)**  
*Texas State University | Expected Graduation: 2025*
- **Associate of Science in Computer Science**  
*Austin Community College | 2020*
- **Associate of Applied Science in Video Production**  
*The Art Institute of Dallas | March 1993*
- **Flash Certification**  
*Richland College | November 2000*
- **Massage Therapy Program**  
*Lauterstein-Conway Massage School | March 2007*

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**References Available Upon Request**