

# Michelle Trujillo

4363 Los Serranos Blvd. Chino Hills, CA 91709

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## Work Experience

### **Operations Manager**

**HospiceMD, Inc. West Covina, CA**

*Jun 2012 -  
Present*

- Directly manage 5 person client support team
- Perform managerial tasks for start-up electronic medical records company including:
  - Client support, account management, human resources, and compliance management
- Account management for over 200 client accounts
  - Process new client contracts
  - Implement and oversee account set up and application processes
  - Create training programs and host new client web training sessions
  - Act as liaison between clients, billing department, and third party vendors
- Maintain up to date knowledge of all Federal and State health care regulations and implement new regulatory programs with software development team

### **Administrative Assistant**

**Stone Haven Law Group APC, Rancho Cucamonga CA**

*Sep 2010-Sep  
2012*

- Assisted Intellectual Property, Bankruptcy, and Immigration attorneys in document preparation, translation, and other tasks as needed
- Managed Court and Attorney Calendars
- Drafted/Reviewed/Filed Court documents through electronic filing systems
- Managed and organized attorney and client records
- Performed receptionist duties

### **Collections Management Intern**

**Getty Multicultural Internship**

**Museum of Latin American Art, Long Beach CA**

*Jun 14- Aug 20  
2010*

- A paid internship; assisted the Collections manager/Registrar in all duties including:
  - Accession/De-accession procedures: Donor and legal paperwork, unpacking, labeling, condition reporting, and storing
  - Maintained all files accurately updated and prepared and sent correspondence, including communications with donors
  - Mastered database programs for art inventory
  - Worked on exhibition installs/de-installs
  - Conducted independent and group research

## Education

### **BA - Art History**

**University California Los Angeles, Los Angeles, CA**

*2008-2010*

- BA June 2010, GPA of 3.5
- Courses in: Ancient Art History, Museum Studies, Advanced Spanish Composition

### **AA/AS**

**Riverside Community College, Riverside, CA**

*2005-2008*

- Graduated on President's Honor List, GPA 3.68
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## *Additional Skills*

- Fluent in both English and Spanish
- Data Entry; 8+ Years Experience
- Bookkeeping; 3+ Years Experience
- Word processing and typing (75 WPM)
- Software expertise in: MS Word, Excel, PowerPoint, Outlook, MAC-OS, EmbARK, Photoshop, Web Meeting Software (gotomeeting, WebEx, join.me)
- Strong Customer Relations and Interpersonal Skills 10+ Years Experience

## *Volunteer/ Additional Activity*

### **Volunteer**

#### ***Riverside Art Museum, Riverside, CA***

- Front desk volunteer - greeted visitors and answered questions regarding the museum and current exhibitions
- Represented the museum during local events to advertise membership programs
- Conducted research for the Fund Development Department

*Jul 2013 - Mar  
2014*

### **Volunteer**

#### ***Mary S. Roberts Pet Adoption Center***

- Front desk and pet socializing activities

*Aug 2011 - Feb  
2013*

***References available upon request***