

# Michelle Trujillo

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## Work Experience

<b>Operations Manager</b> <b>HospiceMD, Inc. West Covina, CA</b>	<i>Jun 2012 - Present</i>
<ul style="list-style-type: none"><li>● Directly manage 5 person client support team</li><li>● Perform managerial tasks for start-up electronic medical records company including:<ul style="list-style-type: none"><li>○ Client support, account management, human resources, and compliance management</li><li>● Account management for over 200 client accounts<ul style="list-style-type: none"><li>○ Process new client contracts</li><li>○ Implement and oversee account set up and application processes</li><li>○ Create training programs and host new client web training sessions</li><li>○ Act as liaison between clients, billing department, and third party vendors</li></ul></li><li>● Maintain up to date knowledge of all Federal and State health care regulations and implement new regulatory programs with software development team</li></ul></li></ul>	
<b>Administrative Assistant</b> <b>Stone Haven Law Group APC, Rancho Cucamonga CA</b>	<i>Sep 2010-Sep 2012</i>
<ul style="list-style-type: none"><li>● Assisted Intellectual Property, Bankruptcy, and Immigration attorneys in document preparation, translation, and other tasks as needed</li><li>● Managed Court and Attorney Calendars</li><li>● Drafted/Reviewed/Filed Court documents through electronic filing systems</li><li>● Managed and organized attorney and client records</li><li>● Performed receptionist duties</li></ul>	
<b>Collections Management Intern</b> <b>Getty Multicultural Internship</b> <b>Museum of Latin American Art, Long Beach CA</b>	<i>Jun 14- Aug 20 2010</i>
<ul style="list-style-type: none"><li>● A paid internship; assisted the Collections manager/Registrar in all duties including:<ul style="list-style-type: none"><li>○ Accession/De-accession procedures: Donor and legal paperwork, unpacking, labeling, condition reporting, and storing</li><li>○ Maintained all files accurately updated and prepared and sent correspondence, including communications with donors</li><li>○ Mastered database programs for art inventory</li><li>○ Worked on exhibition installs/de-installs</li><li>○ Conducted independent and group research</li></ul></li></ul>	
<b>Education</b>	<i>2008-2010</i>
<b>BA - Art History</b> <b>University California Los Angeles, Los Angeles, CA</b>	
<ul style="list-style-type: none"><li>● BA June 2010, GPA of 3.5</li><li>● Courses in: Ancient Art History, Museum Studies, Advanced Spanish Composition</li></ul>	
<b>AA/AS</b> <b>Riverside Community College, Riverside, CA</b>	<i>2005-2008</i>
<ul style="list-style-type: none"><li>● Graduated on President's Honor List, GPA 3.68</li></ul>	

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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**

*Jul 2013 - Mar  
2014*

- 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

### **Volunteer**

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

*Aug 2011 - Feb  
2013*

- Front desk and pet socializing activities

***References available upon request***