

MICHELLE HUTCHINSON

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OBJECTIVE

Currently seeking opportunities that will allow me to expand upon my knowledge and experience in Social Service Work.

EDUCATION

2019

Diploma of **Social Service Work**
George Brown College

2013

Honors Bachelor of Arts—**Psychology**
York University

2011

Honors Bachelor of Arts—**English**
York University

CERTIFICATIONS & SKILLS

CPR+ First Aid, Level C (Jan 2019)

Expert Level proficiency in MS Office Suite
(Word, Excel, Publisher, Outlook, PowerPoint)

Advanced proficiency in Google Drive and G-Suite

Excellent communication skills

Quick to learn new applications and technology

Intermediate HTML application

Superior organization and time management

Self-starter

Expert problem solver

Experience with various databases including MS SharePoint, SPSS, and multiple EMR softwares

WORK EXPERIENCE

GOOD FOOT DELIVERY • **SOCIAL SUPPORT COORDINATOR** • AUGUST 2019 TO PRESENT

AND **PLACEMENT STUDENT** • JUNE 2019 TO AUGUST 2019

- ⇒ Screening and assessment, interviewing, and onboarding of candidates
- ⇒ Assisting neurodiverse staff members in self-advocacy; promotion of staff independence and autonomy
- ⇒ Providing day-to-day support in the creation, maintenance, and achievement of career-related goals
- ⇒ Providing day-to-day support around workplace issues for neurodiverse staff
- ⇒ Creation and implementation of a new training program, workplace policies, and workplace procedures
- ⇒ Assisted in planning and hosting various social events
- ⇒ Overseeing the duties and responsibilities of the Social Support Assistant
- ⇒ Complex scheduling of Training Facilitators and Trainees taking into account business needs as well as the availability of Facilitators and Trainees
- ⇒ Leading training sessions for individuals and small groups
- ⇒ Case management of neurodiverse staff
- ⇒ Development and implementation of support plans for all staff members

LOBLAWS • **CUSTOMER SERVICE REPRESENTATIVE** • OCTOBER 2018 TO AUGUST 2019

AND **CASHIER** • MAY 2018 TO OCTOBER 2018

- ⇒ Provided excellent customer service in person and over the phone
- ⇒ Sold and processed Lottery tickets in accordance with OLG guidelines
- ⇒ Handled customer complaints; completed returns, exchanges, and refunds; provided rain checks
- ⇒ Ensured that shopping buggies and baskets were available at all times
- ⇒ Oversaw the operation of U-Scan machines; assisted customers with purchases using U-Scan as needed; liaised with technical support as necessary to resolve issues
- ⇒ Managed breaks and sick calls of colleagues
- ⇒ Selected grocery items for customer orders, informed customers of substitutions/shortages, and ensured quick and friendly service at grocery pick-up.

HOMEWOOD HEALTH • **RESOURCE DESK ADMINISTRATOR & ADMINISTRATIVE ASSISTANT** • MAY 2015 TO JULY 2016

- ⇒ Managed the calendars including travel arrangements for two EVPs
- ⇒ Managed petty cash, office supplies, food orders for everyday use, catering for events
- ⇒ Organized office events including the 2015 Holiday party and an in-office conference where attendance exceeded 40 people, many from outside of Toronto
- ⇒ Maintained office common areas which often involved liaising with building and maintenance staff
- ⇒ Assisted with processing of Release of Information requests while adhering to strict confidentiality policies
- ⇒ Administered various psychological intake inventories (BDI, BAI, MMPI, WPT-II)