

Michelle Hutchinson

647.309.2068

Michelle.Hutchinson@georgebrown.ca
317-50 Holly Street, Toronto ON, M4S 3E9
Michellehutchinson.ca

Education

Diploma, **Social Service Work**
Honours Bachelor of Arts, **Psychology**
Honours Bachelor of Arts, **English**

George Brown College, In Progress
York University, 2013
York University, 2011

Work Experience

Cashier/Customer Service

May 2018-Present

Loblaws, Toronto, ON

- Provided excellent customer service
- Handled cash, debit, and credit purchases
- Faced shelf stock
- Maintained a tidy workspace
- Sold and processed Lottery tickets
- Handled customer complaints

Administrative Clerk

July 2017-January 2018

City of Toronto, Auditor General's Office, Toronto, ON

- Created purchase orders
- Edited and proofread reports
- Maintained office common areas
- Maintained digital and physical filing systems
- Managed office supply inventory
- Answered the main telephone line

Administrative Assistant

November 2016-March 2017

Trillium Gift of Life Network, Toronto, ON

- Managed the calendar of the director and both managers of the Hospital Programs team including travel arrangements.
- Coordinated quarterly meetings including catering, location, preparing materials, etc.
- Prepared and shipped serology bags province-wide
- Maintained internal stakeholder lists and databases
- Prepared PowerPoint presentations
- Managed office supply inventory
- Drafted, refined, and distributed mass emails
- Provided meeting minutes and agendas

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Work Experience (Continued)

Resource Desk Administrator & Administrative Assistant

May 2015-July 2016

Homewood Health Inc., Toronto, ON

- Managed calendars and travel arrangements for two Executive Vice Presidents
- Provided meeting minutes and agendas
- Managed the reception desk including all telephone calls and in-person inquiries
- Maintained office common areas including liaising with appropriate building and maintenance staff
- Managed petty cash
- Assisted with Release of Information processing while adhering to strict confidentiality guidelines
- Maintained various databases
- Administered various inventories (BDI, BAI, MMPI, WPT-II)
- Created and managed internal forms
- Maintained inventory of office and kitchen supplies
- Organized office-wide events including catering

Call Centre Representative

February 2013-May 2015

Appletree Medical Group, Toronto, ON

- Provided appointment and wait times as requested
- Maintained a high level of customer service
- Made cold calls to clients for call-backs issued by doctors on staff
- Provided minutes for staff meetings
- Liaised with external providers to obtain test results for patients and follow up on referrals
- Assisted with the training of new staff members
- Handled client complaints