

# Michelle Assaad

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## SKILLS

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- Driven to maintain a high standard of quality in work produced by actively seeking feedback.
- Excellent time management skills illustrated by leading tours during high school open houses.
- Operated with a high degree of time management and multi-tasking skills by managing assigned job tasks while concurrently caring for many children at GoodLife Fitness.
- Excellent communication and interpersonal skills developed over years in customer service field.
- Managing an accelerated university program which allowed the development of excellent self-regulation, dedication, and time management skills.

## EDUCATION

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**Honours Bachelor of Arts Political Science – Wilfrid Laurier University** *Fall 2023 – Spring 2029*

- Current GPA Average: 10.8 on 12.0 scale

**Honours Bachelor of Laws – University of Sussex** *Fall 2023 – Spring 2029*

**Ontario Secondary School Diploma – Aldershot High School** *Fall 2019 – Spring 2023*

- Honour Roll for 2019-2023 academic years.

## CO-OP EXPERIENCE

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**Law Clerk - Wellenreiter LLP** *February 2022 – June 2022*

- Completed a total of 200 hours at this Co-Operative Education placement.
- Created affidavits for individuals' wills, ensured a commissioner has signed the affidavit, along with the lawyer that was present during this process.
- Digitized files by scanning and organizing them in a comprehensive online database.
- Organized files for each lawyer depending on their preferences and shredded all papers in those files that did not contain receipts, government stamps, and signatures.

## CAREER EXPERIENCE

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**Eyeglass Gallery - Optometrist Office Receptionist & Clerk** *2023*

- Facilitated patient pre-screening by asking for their reason of arrival, their current list of medications, their current Px, and their medical information and history.
- Performed eye exams on patients prior to them seeing the optometrist using various machinery to look at their current eye prescriptions, their peripheral vision, and early signs of severe medical conditions such as diabetes or glaucoma.
- Learned about OHIP policies and how to tend to out of province citizens with regards to said policies and regulations.
- Faxed referrals to various eye specialists for clients with different eye issues; followed-up with patients before specialist appointments to inform them of the requirements.
- Managed heavy flow of calls and organized appointments depending on the doctor's schedule.
- Drafted customers insurance claims or created invoices for clients to submit to their insurance.

**Bakery Clerk - Fortinos Appleby and Dundas** *2021 - 2022*

- Filled and stocked shelves with cakes, desserts, and pastries; all while tending to customers' specialized cake-design orders.
- Learned how to make custom cake orders, decorate, and write on cakes based on clients wishes.

- Managed a heavy flow of customers at the counter. Learned how to work quickly, positively, and efficiently when under a lot of pressure with the waves of clients.

## **VOLUNTEER EXPERIENCE**

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### **Notetaker – Wilfrid Laurier University** *2024*

- Sends lecture and chapter reading notes to students with disabilities to allow them to attain comprehensive and organized notes.
- Currently a notetaker for two courses in my Winter 2024 semester.

### **JUMP! Volunteer – GoodLife Fitness** *2019-2020*

- Supervised a weekly average of thirteen kids ages 6 weeks to 12 years old for 3 hours by preparing and coordinating engaging activities for each unique age group.
- Consistently ensured children were fed, clean, and playing kindly with one another by managing my time to ensure everyone had their needs met and disciplining inappropriate behaviour.

### **Tour Guide – Aldershot School** *2019*

- Demonstrated leadership skills as a tour guide at our schools open house night by actively listening to parents' questions and concerns and mitigating questions between individuals.
- Adhered to tight time limits by collaborating with a partner to have one person keep track of time and ensure the group stayed together while the other fielded questions.

### **Event Usher – St. Peter and St. Paul Church** *2019*

- Organized event foyer by setting up the decorations and arranging flyers and event layout maps to be handed out which allowed us to quickly process families as they entered.
- Managed the flow of hundreds of families as they entered the event by maintaining a positive attitude and efficiently answering questions.

**LETTER OF RECOMMENDATION AVAILABLE UPON REQUEST.**