

Amy Chartrand

(226) 402-4909 | AmyLChartrand@gmail.com | www.amychartrand.com

Skills and Abilities

- Ability to communicate with compassion
- Capability to effectively lead and work in a team
- Adhere to organizational and department timelines/deadlines
- Learns new concepts quickly and easily
- Typing speed of 50 words per minute
- Advanced Microsoft Word and Excel understanding
- Working knowledge of QuickBooks, accounting software

Education

Office Administration–Health Services Diploma

Jan 2022–April 2023

Fanshawe College

- Learning effective scheduling techniques using QHR Accuro database software
- Advanced Excel skills such as IF statements, Goal Seek, and Pivot charts
- Advanced skills in Microsoft Word
- Basic working knowledge of medical terminology in all body systems, which includes prefixes, suffixes, root words, and surgical instruments
- Working knowledge of QuickBooks accounting software, payroll, creating invoices, paying bills, and refunding
- Directed the creation of a website manual for a mentor in the London community

Social Service Worker-Year 1

Sept 2020–Apr 2021

Fanshawe College

- Used compassionate language, phrasing questions in a direct and empathetic manner with the understanding of verbal and non-verbal cues
- Established an understanding of the need to have balance between social, physical, financial, and emotional health

Gerontology Certificate

May 2019–Aug 2020

Durham College

- Studied the needs of the aging population, relationship building and maintenance, financial independence, and mental health supports
- Analyzed key information about physical changes throughout the aging process

Human Services Foundation Certificate

Sept 2018–Apr 2019

Fanshawe College

- Improved skills in culturally sensitive communication and Indigenous cultures
- Completed placement at Kensington Village Retirement/LTC Facility by aiding in the spiritual care of the residents

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Employment

Administrator—Anchoridge Counselling Services

April 2023–Sept 2023

London, ON

- Matched new clients with a therapist that best fit the needs of the individual over the phone, in person, and via email
- Prepared client files and screened each account for accurate credit card information

Support Worker—Private Family

Aug 2022–Nov 2022

London, ON

- Worked with an adult with autism to improve language and communication
- Designed guided activities based on needs of the adult for socialization and language communication through PowerPoints

Nanny—Private Family

June 2018–Aug 2022

Sarnia, ON

- Worked with a child with developmental and physical disabilities to improve age-appropriate skills
- Created and planned activities that prioritized the interests of the children
- Sustained a busy schedule for multiple children that was supportive of their educational, social, and physical needs

Receptionist—Caryl Baker Visage

July 2015–Sept 2017

Sarnia, ON

- Coordinated appointment times with varying schedules
- Maintained a detailed organizational system to manage inventory and submitting a list of needed inventories to the owner for purchasing
- Upheld an organized filing system for patient information

Certifications & Achievements

- Food Handler Certification (2023)
- Vulnerable Sector Clearance Check (2022)
- First Aid Level C Certification (2021)
- Mental Health First Aid Certification (2021)
- Dean's Honor Roll, Fanshawe College (Fall 2018, Winter 2019, Winter 2022, Summer 2022)