

Michelle Selvaggi

Education

George Brown College, Toronto, ON

Art and Design Foundation Program (Honours) Sept 2022 - April 2023

Graphic Design Program (Dean's List) Sept 2023 - April 2026

Skills

- Expertise in Adobe CC: Photoshop, Illustrator, InDesign, Premier, After Effects
- Experience with Figma
- Microsoft Word, Excel and PowerPoint
- Fluent in English and Spanish
- HTML and CSS
- CPR certification

Volunteer Experience

Hispanic Canadian Heritage Council

Graphic Designer

Created a series of social media posts to promote upcoming events, focusing on clear visual communication and brand consistency.

Recognitions

Art and Design Foundation Program

Graduated with honors

Graphic Design Program

First and second year dean's list

DesignGBC Social Media

Featured in Student Spotlight on DesignGBC's official Instagram account

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Employment

LCBO (Liquor Control Board of Ontario) seasonal, Toronto, ON

October 2024 - January 2025

Customer Service Representative

Skilled in delivering exceptional customer experiences, handling transactions efficiently, and maintaining a welcoming store atmosphere. Assisted with receiving of inventory, asked for donations as part of the Spirit of Sustainability campaign. Received inventory, replenished stock, faced-up products on shelves and ensured the store was clean, organized and safe for all.

TD Canada Trust, Toronto, ON

July 2021 - December 2022

Customer Experience Associate

Responsible for the accurate and safe handling of routine bank transactions. Processed financial transactions like deposits, withdrawals and bill payments as per standardized operating procedures, industry regulations and TD's Code of Conduct and Ethics. Understood and determined customer needs to recommend solutions specific to those needs while exercising discretion in confidential matters. Responded and resolved customers concerns using standard procedures and escalating non-standard activities as necessary. Achieved assigned goals and business objectives by promoting banking solutions and completing business processes in a timely and accurate manner.

City of Toronto, Toronto, ON

April 2015 - September 2020

Swim Instructor/Lifeguard

Provided swimming instruction, skills evaluation, participants supervision, accident prevention, rescue skills, public education and public relations. Provided fun and enjoyable swimming lessons for people of all ages that focused on safety. Dealt with customer service when talking to the parents of the kids. Maintained a safe leisure environment. Educated the community to enjoy swimming.