

Florence Massebeuf

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Bilingual professional with over 10 years of experience in customer service and administrative support within government and community settings. Seeking a part-time position in a dynamic and growing environment where I can leverage my strengths in communication, coordination, and client service to contribute meaningfully to a collaborative team.

LANGUAGE PROFILE Bilingual French / English

EDUCATION

High School Diploma **2010**

École secondaire Mont-Bleu, Gatineau

Diploma of College Studies, Social Work **2014**

La Cité collégiale, Ottawa

WORK EXPERIENCE

Employment and Social Development of Canada – Gatineau **2025 to present**

Human Resources Coordinator | Customer Service

- Manage and coordinate a log management services report and follow-up on pay issues
- Provide compensation support to managers and employees
- Maintain and extract data into a human resources information system or other human resources files and records.
- Proceed with any actions related to payroll tasks
- Manage payroll-related task in human resources / finance operations
- Administer the compensation team's mailbox
- Creates and develops human resources procedures / tools

National Defence – Ottawa **2022 to present**

Human Resources Project Officer & Coordinator

- Advise civilian and naval employees on HR and training matters.
- Maintain and extract data into a human resources information system or other human resources files and records.
- Advise civilian and naval employees on HR and training matters.
- Supports the implementation of the Navy's human resources plans and programs.
- Supports and manages Access to Information and Privacy (ATIP) requests
- Administer the team's generic mailbox
- Creates and develops human resources procedures and work tools

Natural Sciences and Engineering Research

2018 to 2022

Council of Canada – Ottawa

Human Resources Assistant

- Respond to customer inquiries and prepare correspondence in both official languages.
- Enter and retrieve data from a human resources information system or other human resources files and records.
- Prepare spreadsheets, reports and statistics on human resources programs and activities.
- Coordinate staffing processes (e.g., testing, interview materials, letters of offer).
- Schedule meetings, establish participant availability and organize meetings; prepare and complete required documents.
- Coordinate training activities (e.g., assign certification in a learning management system; follow up on completion; follow up with clients; enter information in HR database and produce reports).

Administrative Assistant (GR-5) for the Networks of Centres of Excellence Program

- Maintain team and management calendar
- Organize and coordinate evaluation committee meetings
- Organize and make travel arrangements for staff and committee members
- File electronic and paper documents
- Send letters and notices to committee members and researchers
- Enter data into various databases
- Provided administrative support for competitions and college program committees
- Managed ZRPP mailbox
- Create slips and commitments for finance.

Courts Administration Service - Ottawa

2017-2018

Translation, distribution and printing Clerk

The Courts Administration Service (CAS) provides services to the Federal Court of Appeal, the Federal Court, the Court Martial Appeal Court of Canada and the Tax Court of Canada. My duties were as follows:

- Coordinate translation and revision of federal court decisions
- Coordinate the work of contract translators
- Layout for publication on the Decisia website
- Record my tasks in the corporate register (Access database)
- Classify documents in various electronic files
- Receive and direct customer calls (federal courts)

Centre le Cap – Ottawa (Part time)

2020-2021

Addiction & Mental Health Worker

- Welcome and admit new residents
- Support to residents going through difficult times
- Monitor residents' health by supervising medication use
- Write a report for each shift

CISSS de l'Outaouais-Hôpital de Hull**2017-2018***Administrative Officer - Medical Records Reception Clerk*

- Welcome patients to the medical records archives
- Handle requests from stakeholders (health professionals, detention centers, health clinics, insurance companies, law firms, police department)
- File documents in medical records
- Search for information in database
- Communicate with patients upon receipt of file copies and results
- Apply law and legal procedures to the management of medical records.

Caisse Desjardins Hull-Aylmer**2016-2017***Cashier - Membership Services agent*

- Carry out financial and convenience transactions (deposits, withdrawals, Desjardins Access Card, bill payments, specimen cheques, account opening, cheque orders, international transfers, foreign currency management and orders, savings and investment referrals to financial advisors).
- Advise and assist members in choosing credit card and insurance products.
- Sales targets to be achieved.

Member reception clerk

- Making appointments with financial advisors,
- Mail sorting, account opening, safety deposit boxes, signing appropriate documents for members.
- Filing of member and company files.

Canadian Museum of History (Sodexo):**2015-2016**

- Ticket Clerk
- Main duties: advise customers on museum activities and programs, issue refunds, enter data for subscriptions, prepare paperwork for accounting, enter financial data.
- Gift store customer service attendant
- Imax Theater attendant

SKILLS & COMPETENCIES

- Strong organizational and teamwork abilities
- Adaptability and empathy in client interactions
- Stress management and resilience
- Analytical thinking and information synthesis
- Excellent customer service and communication
- Punctuality and reliability