

Arash Kheirollahi

Toronto, ON

arashkhe@gmail.com • 416-627-9876

[linkedin.com/in/arash-kheirollahi](https://www.linkedin.com/in/arash-kheirollahi) • arashkh.com

September 25, 2025

To Whom It May Concern,
Ontario Provincial Police – Security Bureau, Queen's Park Detachment

Re: Job ID 234310 – Security/Patrol Officer

I am writing to express my interest in the Security/Patrol Officer position (Job ID 234310) with the Ontario Provincial Police, Security Bureau. With experience in client-facing roles, administrative support, and handling sensitive information, I bring strong communication skills, sound judgement, and a proven ability to maintain safety, security, and professionalism in demanding environments.

In my role as a Management Assistant at Physio Health Care Clinic, I managed front-desk operations, including patient intake, scheduling, and records management, while ensuring privacy and respectful service. This required vigilance, discretion, and the ability to calmly resolve issues in a fast-paced setting. At EzWeb, I worked with government and corporate clients to troubleshoot urgent matters, train users, and document incidents. These experiences strengthened my problem-solving, conflict resolution, and technical reporting skills—key requirements for responding to incidents, completing security reports, and applying procedures consistently. Earlier roles further developed my interpersonal abilities, allowing me to interact effectively with diverse groups and de-escalate challenging situations.

I am confident that my background in customer service, confidentiality, and operational support aligns well with the qualifications for this position. I am committed to contributing to the OPP's mandate of ensuring safety and security, and I am prepared to meet all requirements for Special Constable status, including First Aid/CPR, Use of Force training, and enhanced security clearance.

I would welcome the opportunity to further discuss my qualifications. I can be reached at 416-627-9876 or arashkhe@gmail.com. Thank you for your time and consideration.

Sincerely,

Arash Kheirollahi

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Summary of Qualifications

Dependable and detail-oriented professional with experience in client service, clerical support, and handling confidential records. Skilled in incident response, problem-solving, and applying policies with sound judgement and discretion. Recognized for strong communication, tact, and ability to maintain safety and professionalism in diverse, high-pressure environments.

Core Skills

- Security Awareness • Incident Response • Risk Assessment • Patrol Support
- Customer Service • Administrative Support • Confidential Records Management
- Problem-Solving • Judgement & Discretion • Conflict Resolution
- Oral & Written Communication • Report Writing • Team Collaboration
- Computer Proficiency: MS Office Suite, Outlook, Electronic Systems & Data Entry
- Languages: English (fluent), Persian (fluent)

Experience

Management Assistant – Physio Health Care Clinic

Toronto, ON

Jan 2025 – Jul 2025

- Oversaw patient intake, scheduling, and billing, applying discretion when managing confidential records and sensitive client concerns.
- Delivered courteous and professional service while maintaining calm and authority in high-pressure situations.
- Supported clinic operations by documenting incidents, ensuring accuracy in reporting, and following established protocols.

Front-End Developer / Client Support – EzWeb

Tehran, Iran

Nov 2023 – Nov 2024

- Worked with government and enterprise clients, troubleshooting urgent issues and ensuring critical systems remained operational.
- Attended client meetings, communicated technical information clearly, and provided timely solutions in sensitive contexts.
- Maintained accurate records and documentation to support procedural consistency and reduce recurrence of issues.

Support Assistant – Beman Branding Agency

Tehran, Iran

Nov 2022 – Nov 2023

- Responded to client requests and incidents promptly, demonstrating tact, diplomacy, and conflict-resolution skills.
- Assisted with clerical and accessibility tasks, ensuring data was accurate, secure, and easily retrievable.
- Strengthened client trust by providing consistent follow-up and professional communication.

Education

Seneca Polytechnic

Diploma in Computer Programming (In Progress)

Toronto, ON

Jan 2025 – Apr 2026 (Expected)

Tehran Azad University

Bachelor of Computer Engineering

Tehran, Iran

Sep 2020 – Nov 2024