

## **Meet Baldha**

55 Routley St, Kitchener

+1 (437) 987 0708

[meet.baldha7canada@gmail.com](mailto:meet.baldha7canada@gmail.com)

### **Objective:**

To obtain a Security Guard position where I can use my skills and experience to ensure the safety and security of the facility and its occupants.

### **Summary:**

Experienced and highly motivated Security Guard with 2 years of experience in monitoring and securing commercial and residential properties. Proven ability to detect and prevent potential security threats, as well as effectively respond to emergency situations. Possesses excellent communication and interpersonal skills to interact with people from diverse backgrounds.

### **Education:**

GED (2022), [Gujarat Technological University], [India]

### **Certifications and Licenses:**

[Ontario] Security Guard License

CPR/AED and First Aid Certification

### **Experience:**

**Escort Security and Personnel Services, Vadodara, India**

**Asset Protection Associate** [September 20<sup>th</sup>, 2020 – October 30<sup>th</sup>, 2022]

- Monitored and maintained security surveillance systems, including CCTV cameras, alarm systems, and access control measures, to detect and deter potential security threats and breaches.
- Conducted regular patrols of company premises to ensure the physical security and integrity of assets, promptly responding to any security incidents or emergencies.
- Implemented loss prevention strategies and procedures, conducting regular inspections and inventory audits to mitigate theft, fraud, and loss of company assets.
- Enforced access control policies and procedures, verifying identities, issuing visitor passes, and maintaining strict adherence to security protocols.
- Collaborated with security personnel, law enforcement agencies, and relevant departments to ensure a coordinated approach to asset protection, sharing information and providing support as necessary.
- Conducted thorough investigations of security incidents, collecting evidence, interviewing witnesses, and preparing detailed reports to facilitate appropriate actions and prevent future incidents.
- Assisted in the development and implementation of emergency response plans and procedures, participating in drills and training exercises to ensure preparedness for various emergencies.
- Maintained accurate and detailed records of security incidents, accidents, and violations of security procedures, ensuring compliance with reporting requirements and supporting future risk assessments.
- Provided training and education to employees on security best practices, emphasizing the importance of asset protection and promoting a culture of security awareness.
- Stayed updated on industry trends, emerging risks, and relevant laws and regulations related to asset protection, continuously enhancing knowledge and skills to adapt to evolving security threats.

## **Enbee Education Center**

### **Part-time Customer Service Representative [Aug 15<sup>th</sup> 2021 - Nov 17<sup>th</sup> 2022]**

- Listen attentively to customer needs and concerns; demonstrate empathy while maximizing opportunity to build rapport with the customer.
- Participate in activities designed to improve customer satisfaction and business performance up sell subscriptions.
- Resolve product or service problems by clarifying the customer's complaint, determining the cause of the problem; selecting and explaining the best solution to solve the problem, expediting correction or adjustment, following up to ensure resolution –
- Prepare product or service reports by collecting and analysing customer information - Contribute to team effort by accomplishing related results as needed.

### **Skills:**

- Excellent knowledge of security operations and procedures
- Strong attention to detail and ability to multitask
- Skilled in identifying and resolving security issues
- Proficient in using security equipment, such as CCTV cameras, access control systems, and metal detectors
- Ability to work independently or in a team environment
- Good physical condition and able to stand or walk for long periods
- Ability to perform independently as well as in team and even work in well planned manner.
- Excellent organizational and records keeping skills.
- Sufficient knowledge of modern management techniques and best practices
- Strongly believing in job commitment with positive approach to Handel the customers and workshop.