

Dedicated and adaptable professional with experience in ensuring compliance with safety regulations, attention to detail, and providing exceptional customer service. Possesses strong problem-solving and leadership skills, with the ability to transfer skills across roles, ensuring project success and client satisfaction.

CURRENT POSITION

Full time (Monday to Friday) Course -Cybersecurity Post-Diploma Certificate (Sep 2023) Expertise gained - Penetration Testing, Incident Response, Firewall Configuration, Endpoint Security, Threat Intelligence, Security Auditing, Encryption, Security Policies and Procedure, Cybersecurity Frameworks, Zero Trust Security Model, Network Forensics, Identity and Access Management, Vulnerability Management, Security Awareness Training, Cloud Security, Multi-Factor Authentication, Threat Hunting, Blockchain Security, Cybersecurity Governance	Part time (Saturday & Sunday) (Aug 2023) Calgary Transit- Community shuttle operator Expertise gained- clean driving. Customer service
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HIGHLIGHTS OF QUALIFICATIONS

Communication and Documentation: Experience in maintaining proper logs, preparing reports, and documenting maintenance activities, ensuring accuracy and compliance. Excellent communication skills in English, Punjabi, Hindi, Nepali, and Urdu.

Leadership and Supervision: Supervised staff and managed day-to-day operations as a store manager and supervisor. Scheduled staff duties, provided training on safe procedures, and encouraged employees to perform to set standards.

Time Management and Attention to Detail: Strong ability to prioritize tasks, remain calm, and handle multiple responsibilities under pressure, efficiently managing time and resources to meet deadlines and deliver quality results.

Computer Skills: knowledge in various software applications such as MS Office, Python, C++, Java, Wireshark, Packet Tracer. Proficient in utilizing technology for efficient work execution and communication.

Adaptability: Possess exceptional adaptability skills, readily acclimating to new environments, responsibilities, and challenges with ease. Can quickly learn and adjust to new situations, thriving in dynamic and evolving work settings.

WORK EXPERIENCE

Conductor Trainee

CP Rail | Calgary, AB

Apr. – May 2023

- Improved freight train efficiency by supervising crew adherence to schedules and rules.
- Enhanced communication among crew members, ensuring effective coordination.
- Passenger safety by providing informative announcements and maintained thorough records through accurate Train runs reports.

Long Haul Truck Driver

Syndicate Transport | Calgary, AB

Jan. 2021 – Apr. 2022

People express transport | Calgary, AB

Jun. 2019 – Dec. 2020

- Reliably ensured on-time product delivery across multiple provinces through efficient transportation and adherence to schedules
- Mechanical expertise by troubleshooting and conducting inspections, preemptively addressing potential issues.
- Upheld high customer service standards by promptly addressing inquiries, concerns, and requests.

Store Manager

Solo Liquor | Calgary, AB

May 2014 – May 2019

- Optimized sales and profitability by strategically placing stock based on customer demand and ensuring appropriate pricing.
- High customer satisfaction through personalized service, demonstrated strong leadership by supervising and training staff.
- Proactively implemented effective sales strategies, leading to increased store sales, profitability.

Supervisor

Asian Foods | Toronto, ON

May 2012 – Apr. 2014

- Exhibited strong leadership in sales supervision, ensuring smooth operations.
- Prioritized workplace safety by implementing training programs on safe lifting practices. Their commitment to excellent customer service led to high satisfaction and repeat business.

ADDITIONAL EMPLOYMENT HISTORY

Assistant Manager | Magellan Teleservices | India

Sep. 2010 – Dec. 2011**EDUCATION & TRAINING**

Energy System Engineering Technician

Centennial College | Toronto, ON

2014**Bachelor's degree in Electronics and Telecommunications Engineering**

Punjab Technical University | India

2010**LICENSES**

- Valid Class 5 Driver's License
- Clean Driver's Abstract
- Clean Criminal Background Check