

Ricardo Zevallos

Toronto, ON

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Work Experience

Security Guard/Concierge

The Forest Hill Group - Toronto, ON

September 2021 to Present

- Manage the front desk
- Schedule amenities for tenants
- Communicate with tenants and collectively resolve discrepancies
- Use Phone to Confirm appointments, showings as well as bookings
- Keep building presentable for future tenants
- main customer/tenant support
- Manage property
- Write out daily reports
- First aid and Emergency training

Security Guard

Paragon Security - Toronto, ON

June 2021 to March 2022

- Work with other security guards
- Guide contractors through buildings
- Patrol commercial buildings and antique shows
- Write detailed daily occurrence reports

Education

AEC / DEP or Skilled Trade Certificate in Software Engineering Technician

Centennial - Toronto, ON

September 2021 to Present

Skills

- Produce Experience
- Security
- Time Management
- Front Desk
- Fast Typing
- Surveillance
- CCTV

- Customer Service
- Organizational Skills
- Food Preparation
- Loss Prevention
- Security System Experience
- Shipping & Receiving
- Telecommunication

Languages

- English - Advanced
- Spanish - Intermediate

Certifications and Licenses

Security Guard License

June 2021 to January 2023

Security Guard Licence

January 2023 to January 2026

Additional Information

Skills

- High computer proficiency
- Fast and efficient worker
- Handles incoming or outgoing customer calls for current organization.
- Handle tenant inquiries, moderate tenant complaints and support issues.
- Familiar with basic shipping and receiving
- Formal security training
- Emergency training
- Loss prevention training
- ability to adapt in high stress and formal settings
- Flexibility with roles