

Professional Summary

Objective-driven professional seeking a challenging full-time position that leverages my exceptional interpersonal, time management, and problem-solving skills. With a strong passion for delivering results, I aim to secure a position that enables me to contribute my skills towards achieving the company's goals. Possessing strong organizational skills, I am an efficient team player capable of managing multiple projects concurrently with great attention to detail. Reliable and highly dependable, I am adept at handling multiple priorities with a positive and proactive attitude. Eager to take on additional responsibilities in order to support the team's objectives.

Skills

- Operator Manuals
- Operator Overloading
- Ladder Operator
- Relational Operator
- Commercial Property
- Network Performance
- Data Integrity
- System Architecture
- Software Solutions
- Code Fixes
- Brand Loyalty

Work History

Security Operations Operator

CATSA / ATSCA – Ottawa, ON

- Monitored and promptly reported any suspicious activities to local authorities as needed.
- Conducted vigilant surveillance of airports throughout the country to detect any incidents.
- Provided exceptional assistance to multiple stakeholders, including law enforcement, Airport Security, and other CATSA contractors, by resolving their inquiries.
- Managed daily administrative tasks for Operations Coordinators, such as maintaining activity logs, daily reports, and other relevant documents.
- Produced detailed reports on property loss, theft, presence of unauthorized persons, and other unusual occurrences that took place daily in airports across Canada.
- Ensured team members complied with established security protocols and appearance standards at all times.

09/2022 to 03/2023

- Recorded detailed incident reports with comprehensive accounts of the events.

Dispatcher

10/2021 to 03/2022

GARDAWORLD – Ottawa, ON

- Wrote reports on property damage, theft, presence of unauthorized persons, and other unusual occurrences.
- Monitored and promptly reported any suspicious activities to local authorities as needed.
- Monitored the central alarm system for fire, intrusion, and duress alarms and responded as necessary.
- Oversaw guard schedules for each contract, including shift cancellations and confirmations.
- Utilized strong tracking, critical thinking, and problem-solving skills to achieve operational goals.
- Demonstrated excellent teamwork and collaboration, maintaining professionalism and a strong work ethic throughout all tasks.
- Utilized strong oral and written communication skills to effectively communicate with team members and stakeholders.
- Demonstrated strong leadership and integrity in all aspects of job performance.
- Managed daily administrative tasks for Operations Coordinators, such as conference calls with head office and daily meetings with the Union.
- Maintained updated and detailed records of calls in physical and electronic databases.
- Reported operational activities to management and maintained current records.
- Tracked and reviewed charts, graphs, schedules, and other statistics to maximize on-time performance, minimize customer wait times, and prevent service disruptions.

Project Coordinator (Contract)

10/2020 to 04/2021

Crown-Indigenous Relations And Northern Affairs CA – Gatineau, QC

- Provided administrative support to the Project Management Advisor, utilizing various software applications such as Microsoft Word, Excel, and email programs.
- Planned, organized, and prioritized work within the organization, including daily inventories, updates on the new Intranet website project, and meetings with HR clients about the new Intranet website.
- Prepared, edited, and formatted written correspondence, such as daily/monthly reports, letters, and emails.
- Maintained open communication by presenting regular project status updates to customers.
- Scheduled and facilitated meetings between project stakeholders to discuss deliverables, schedules, and conflicts.
- Created project roadmaps for staff, defining specific milestones and timelines to encourage timely project completion.
- Analyzed project costs to confirm a positive return on investment (ROI) for new proposals.

CE Engineer

12/2018 to 10/2020

NCR Canada – Ottawa, ON

- Responded to an average of four customer installation inquiries each day.

- Serviced electromechanical equipment such as ATMs and Self-Checkout systems within assigned territory.
- Oversaw hardware maintenance, multi-vendor maintenance, and software/network support.
- Completed logs and reports in accordance with established policies and procedures.
- Utilized technical skills on products such as peripherals, large system printers, plotters, enterprise-level servers, communication equipment, networks, and item processing sorters (e.g., Ethernet, Token-Ring, StarLAN, NetBIOS, X-25, etc.).
- Performed maintenance repair and system overhauls, including modular swaps and unit replacements.
- Managed everything from network faults and traffic to configuration, security, and remote system access.
- Entered customer information into the GTrack application to complete invoicing.
- Logged all customer calls and activity and tracked all expenses incurred in the delivery of service.
- Quickly learned new skills and applied them to daily tasks, improving efficiency and productivity.
- Integrated secure communications and data from worldwide locations into heterogeneous networks.
- Integrated standardized installation policies, which streamlined efforts and shortened task completion times.
- Provided technical support in both on-site and telephone consultations.
- Performed scheduled service work, installations, testing, and repairs.

Armoured Guard

06/2011 to 12/2018

Brinks Canada – Ottawa, ON

- Responded to an average of 4 technical inquiries each day and provided prompt and effective solutions.
- Programmed devices such as ATMs and bank vaults locking systems following proper installation procedures.
- Identified and repaired faulty ATM hardware to ensure optimal performance.
- Completed all logs and reports according to established policies and procedures to maintain accurate records.
- Supervised a team of 1 or 2 guards during any shift and ensured smooth operations of security procedures.
- Monitored and authorized entrance and departure of vehicles, cargo trucks and visitors at our office to maintain safety and security.
- Denied entry to the building to any unauthorized personnel or visitor to uphold company policies. Transported deliveries locally and out of town while adhering to safety protocols and guidelines.
- Safely loaded and unloaded deliveries according to size of load and content description to prevent accidents or damage.
- Reported all accidents, damages, and malfunctions involving company equipment to management to initiate timely repairs.

- Inspected truck for defects and safe operating condition before, during, and after every trip to ensure safe transport.
- Operated every company vehicle in accordance with company safety policies and procedures to promote a safe work environment.
- Responded quickly to incidents and assessed active situations for security concerns to maintain safety and security.

Security

02/2010 to 04/2010

Contemporary Security Canada – Whistler, BC

- Monitored and authorized entrance and departure of employees and visitors, ensuring the safety and security of the premises.
- Patrolled among visitors, patrons, and employees to maintain order and protect property, preventing any potential safety hazards.
- Operated detecting devices to screen individuals and prevent passage of prohibited articles into restricted areas.
- Verbally warned offenders about rule infractions and violations and evicted all violators from premises, maintaining a safe and secure environment.
- Screened all passengers, crew members, and employees for weapons and contraband, adhering to all safety and security protocols.
- Checked identification of persons entering and exiting the facility to eliminate unauthorized visitors, maintaining strict security measures.
- Recorded incident reports with detailed accounts of occurrences, maintaining accurate records for future reference.

Security Guard

06/2009 to 06/2011

Securitas Canada – Ottawa, ON

- Reported property damage, theft, presence of unauthorized persons, and unusual occurrences in detailed reports.
- Monitored and reported suspicious activities to local authorities.
- Monitored the central alarm system for fire, intrusion, and duress alarms, and responded promptly when needed.
- Secured all doors in the office and main building after hours to ensure safety.
- Testified at judicial hearings and trials involving criminal acts committed against the company. Supervised a team of 6+ security guards during any given shift.
- Secured premises and personnel by patrolling property and monitoring surveillance equipment.
- Checked identification of persons entering and exiting the facility to eliminate unauthorized visitors.
- Responded quickly to incidents and assessed active situations for security concerns.

Education

Carleton University - Ottawa, ON

Program (Studying the fundamentals of web development including: HTML, CSS, Python, R, SQL and JavaScript. Working with servers, database and other back-end technologies such as MySQL database, Node.js. Building numerous projects throughout the course such as: a client- side application using third party APIs. Engineering our first application and creating a MERN stack single-page application.

Associate of Applied Science: Police Foundations Diploma: Police Foundations Diploma 2006

Collège La Cité - Ottawa, ON

Studied numerous policing fields including: Criminal Justice, Criminology, Sociology, Correctional, Administration and Information Security Systems

Certifications

NCRU Self-Checkout course: Installation and programming A+ Certification: NCRU CompTIA: NCRU N+ Certification: NCRU NCRU ATM Course: Installation, programming and hardware/ software upgrades

ADDITIONAL INFORMATION