

SHISHANT NEUPANE

5 Lady Bower Crescent, Toronto M1B 1X8
Cell # 647-896-9530 | Email: neupaneccant@gmail.com

HIGHLIGHTS

- Strong customer service/hospitality skills and excellent organizational
- Reliable, friendly, and outgoing personality
- Interested in taking on additional roles, responsibilities, and challenges
- Punctual, strong work ethic and committed to the team
- Love to clean and maintain a safe environment around the workspace
- Goal-oriented, eager to learn and determined to succeed
- Fluency in English, Hindi and Nepali language as well
- Has Ontario Security Guard License expiring on 11 November 2024
- Emergency First Aid and CPR Level C Certified

RELEVANT WORK EXPERIENCE

APRIL 2023- TILL DATE

SECURITY GUARD/ CONCIERGE (FLOATER)

- Greeting fans and guests in proper manner.
- Patrolling and looking for any causes in the stadium.
- Surveillance of the CCTV.
- Taking care of fans valuable items and if they have parcel signing it to them looking at their receipt.
- Crowd control, Access control, looking for trespassing and restricted access.
- Ensuring safety and emergency (fire alarms) protocols.
- Communication to the property manager if there are any leakages.
- Checking available spots for parking for the resident.

AUGUST 2022- JAN 2023

SERVER/KITCHEN HELPER (MT.EVEREST RESTAURANT, 804 EGLINTON AVE)

- Served and delivered exceptional hospitality to our guests.
- Used point-of-sale system/ cash register to process orders and bills.
- Prepared dessert items, according to our customer's demand.
- Organized and stocked up the pastries and other dessert items in the showcase before they got empty.
- Has handled the restaurant in calm and efficiently during rush hours as well.
- Cleaned and maintained all areas of the restaurant to promote a clean image.

2021-2022

CONCIERGE (HIMALAYAN VIEW HOTEL, KATHMANDU, NEPAL)

- Greeted and assisted guests in a professional and friendly manner.
- Handled guest inquiries, complaints, and requests promptly and effectively.
- Coordinated guest requests with housekeeping, maintenance, and security departments.
- Monitored building security and ensured guest safety.
- Managed front desk duties including phone inquiries, reservations, and check-in/check-out procedures.

EDUCATION

2021

SCIENCE

UNITED ACADEMY, NEPAL

Biology with Mathematics.

ONGOING

**SOFTWARE ENGINEERING TECHNICIAN, CENTENNIAL COLLEGE
TORONTO**

AVAILABILITY:

EXCEPT FOR WEDNESDAY AND FRIDAY AVAILABLE FOR 24/7

REFERENCES ARE AVAILABLE UPON REQUEST.