

# Arlene Wright

**Has a registered cleaning business and looking for new clients.**

Brampton, ON

[arlenewright6\\_di8@indeedemail.com](mailto:arlenewright6_di8@indeedemail.com)

416-822-9059

Pursue employment as a customer service representative.

## Work Experience

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### **Sewer**

Gallagher's awnings - Oakville, ON

May 2018 to Present

Experience cutting patterns

Cutting and prepare materials

Sewing and fitting awnings

### **Sewing machine operator**

WESTERN TARP

December 2016 to March 2018

Experience sewing tarps, sand bags, gym floor cushions. Sew seal and assemble cooling rooms.

Sew zipper, cut shape and repair domes in timely manner.

Experience sewing leather, poly, vinyl silk and other materials.

### **Housekeeper**

OLG

November 2014 to November 2015

Responsibilities Sweep, mop and wash floors; Dust furniture; Vacuum carpeting, area rugs, draperies and upholstered furniture. Clean, disinfect lunch room fixtures appliances and other areas. Clean and disinfect bathrooms and fixtures. Handle and report lost and found items. Provide basic information on facilities. Pick up debris and empty trash containers. Maintain a safe environment for employee and patrons. Help patrons to find there way around the casino. Maintain area's etc. Smoking area's entrances. Inform supervisors of changes in temperature and or health and safety hazards.

### **SECURITY GUARD(4 years)**

Primary response inc.

- Write reports of daily activities and irregularities, such as equipment or property damage, theft, presence of unauthorized persons, or unusual occurrences
- Interact with external partners such as law enforcement agencies, vendors and banks to validate information to check fraudulent activities
- Participate in the planning and coordination of travel, business or pleasure, involving the executive and family members to provide security/safety recommendations and related security mitigations
- Gathering facts on issues in question through interviewing and statement taking of witnesses, employers, claimants and other relevant witnesses
- Testifying and presenting evidence at administrative and criminal court proceedings as required
- Establishing and maintaining professional working relationships with insured's, claimants, witnesses, attorneys, corporate employees, criminal

justice agencies, and the general public ● Demonstrate outstanding judgment, professional demeanor, decision-making, crisis management response, interpersonal skills, communications skills, appearance and responsiveness ● Complete related staff assignments, research projects, presentations, and security vulnerability assessments and plans ● Assist in the planning of major events involving the executives from a security perspective ● Provide expertise advice to less experienced staff regarding detection and investigation of fraudulence.

### **Personal Support Worker**

private home - Etobicoke, ON

January 2006 to January 2011

Responsibilities Provided quality care to client in her home. • Assisted with feeding, personal hygiene (bath, dress, hair removal, and toileting) • Completed daily chores such as laundry, making beds, and prepare nutritious meals. • Provide companionship and attended doctor appointments. • Cleaned and sanitized home making sure environment is clear and safe for client to maneuver.

## Education

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### **College diploma in Police foundations**

Humber College - Toronto, ON

January 2009 to July 2011

### **Certificate in Social support worker**

city adult learning centre - Toronto, ON

January 2006 to July 2006

## Skills

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- Over 8 years experience providing excellent customer service.o Strong organization skills and dedicated in completing tasks ensuring deadlines are met.o Excellent communication and listening skills: composed, respectful, and empathetic.o Ability to complete work in a fast paced environment while meeting multiple demandso Flexible: able to work in a variety of settings and adapt to different situations.o Work well collaboratively in a team and individually with little supervision.Intermediate computer skills: Word, Excel, and PowerPoint.Very hardworking, and loyal