

Aanchal Basra	4 Spring Valley CRT, Brampton ON L6P 2E6 6475091198 aanchalbasra07@gmail.com
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SKILLS

- Experience in the customer service – handling calls, clarifying information, and providing solutions.
- Good customer service skills with knowledge of customer representative experience.
- Skilled computer user- Email Communication, MS-Office and report writing.
- team player, multi-tasker, inquisitive, time management and first aid training.

WORK EXPERIENCE

Security guard - (Sonalika International Tractors Pvt.Ltd., Jalandhar, India)

April 2020 to January 2021

Monitored and authorized entrance and departure of employees, visitors, and other persons.

- Secured personnel and premises by inspecting buildings, patrolling property, and monitoring surveillance cameras.
- Prepare and submit daily reports, incident reports to the management.
- Checked emergency exits, staff radios, security lightning and alarms to ensure they are working properly.
- Keep records of all conversations organized.
- Engage in meaningful conversations to quickly resolve issues and use well-honed interpersonal skills to recognize and accurately assess client needs.
- Train and schedule programs and functions to security personnel.
- Patrolled assigned areas on foot to ensure personal, building, and equipment secured.
- ID cards checking of all personnel entering the building.

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6475091198

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***EDUCATION**

High School (Science and IT) – 2020
M D Dayanand Model School, Nakodar, Punjab , India

Currently Studying - Computer Programming and Analysis
Seneca College, 1750 Finch Avenue E, North York,
On M2J 2X5

COMMUNITY AND EXTRA-CURRICULAR INVOLVEMENT

CarnivalWeek (Volunteer) January 2019
Guru Nanak National School, Punjab, India

- Collaborated with engagement coordinators and fellow volunteers.
- Responsibly led individuals to areas of interest, provided information and answered questions about game rules and carnival policies.
- In charge of a gaming booth: started/controlled gaming equipment and announced the winner.

>Head Girl(President) - Student Supreme Council 2019-20

> National Cadet Cops(NCC)- Camp December 2019

Jalandhar Cant.

- >Completed drill and patrolling training with Indian Army soldiers.
- >Successfully attained skills to be calm and cautious while performing duty

CERTIFICATIONS AND LICENSES

Security Guard License

November 2021

CPR FIRST AID

October 2021