

Steven Pillay

stevendavidpillay@gmail.com

+1 437-982-2834

Toronto, Ontario

<https://www.linkedin.com/in/steven-pillay-08b7ab230/>

SKILLS

- Valid Ontario Security Guard License, G2 Driver's License, CPR Certification, Access Control, Patrol Techniques, Incident Reporting, and First Aid.
- Excellent written and verbal communication skills, active listening, and clear and concise reporting.
- Professional demeanor, ability to build rapport, de-escalate conflict, and provide exceptional service.
- Analytical thinking, effective decision-making, ability to identify and resolve issues promptly.
- Proficient in various computer software and hardware, comfortable using security and access control systems.
- Strong work ethic, highly reliable, and available for night and overnight shifts.
- Eager to learn and adapt to new situations, committed to continuous improvement.

EDUCATION

Computer Programming & Analysis

Seneca Polytechnic • Toronto, Ontario

Jan 2022 - Dec 2024

WORK EXPERIENCE

Security Concierge

iGuard360° • Toronto, Ontario

March 2024 – Present

- Provided exceptional customer service, fulfilling residents' needs and ensuring their safety and security.
- Conducted regular patrols and submitted comprehensive weekly reports, maintaining situational awareness and vigilance.
- Demonstrated strong interpersonal skills, building rapport with residents and fostering a positive community environment.
- Received recognition from management for consistently exceeding customer service expectations.
- Managed access control for the building, verifying resident identification and issuing temporary access for authorized personnel.
- Maintained detailed logs of all security-related activities and incidents.

IT Support Analyst

Canada Revenue Agency • Toronto, Ontario

Sep 2023 – May 2024

- Resolved technical issues for over 2000 employees, in person, on call, and via email, maintaining a 97% service level objective.
- Submitted weekly reports on all assets moved and tickets resolved, ensuring effective communication.
- Received numerous compliments from clients for exceptional service and prompt response times.
- Elevated the team's SLO from 65% to 95% through streamlined processes and effective issue-resolution strategies.
- Led the End User Replacements (EURs) project, seamlessly replacing old laptops with new ones for employees, ensuring a smooth migration process and achieving a successful transition.