

# Manpreet Dhaliwal

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## SUMMARY

Detail-oriented Security Officer with 6+ years of experience equipped with excellent memory and awareness of people, events and facilities. Skilled in responding to emergency situations and providing crisis intervention. Exercises sound judgment during crisis and emergency situations. Demonstrate ability to maintain professionalism and composure while interacting with challenging and diverse people.

## EXPERIENCE

### **HumberRiver Hospital/ Regal Security - Security Team Lead**

*North York, ON, ON • 04/2021 - Current*

- Responded to security incidents, including disruptive or violent behavior from mental health patient, and took appropriate actions to deescalates the situations and ensured the safety of staff and the patients.
- Demonstrated knowledge and expertise in the Forms under Mental Health Act by handling the custody of involuntary patient admissions, renewal and discharges.
- Responded to hospital emergencies and including all codes for medical emergencies, fire, and other crisis incidents, by following established protocols and working collaboratively with hospital staff to ensure a safe and effective response.
- Issued and enforced trespass notices to unauthorized individuals to ensure the safety and security. of hospital premises.
- Performed control room duties (monitoring various cameras/ digital access control) while simultaneously performing dispatch duties.

### **Wincon Security - Residential Concierge**

*Scarborough, ON • 09/2019 - 03/2021*

- Served as the first point of contact operations such as greeting customers, answering multi-line phone system, coordinating appointments, sorting mails and managing work records
- Created an extensive customer database which helps the company to quickly recognize returning customer with the help of C-Cure software and Condo-control system.
- Promoted a caring work environment- courteous, thoughtful and supportive in strong teamwork environment.

### **Russell Security - Corporate Concierge**

## CONTACT

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Toronto Ontario

## SKILLS

- Critical Thinking
- Decision Making
- Time Management
- Verbal and Written Communication
- Customer Service
- Problem-Solving

## EDUCATION AND TRAINING

**Hotel Management Operations:**  
Hospitality and Tourism  
Management  
**Centennial College of Applied Arts And Technology**  
*Scarborough, ON • 12/2018*  
Professional services experiences. Hospitality accounting, sales and marketing. Special event operations.

## CERTIFICATIONS

Valid Driver's License G Class.  
Individual Security Guard License. First Aid and CPR Certification.  
Smart Serve (Alcohol Handling Certificate).

*North York, ON • 05/2017 - 07/2019*

- Worked efficiently in busy, high-risk settings while maintaining best-in-class standards of excellence for security initiative.
- Surveyed multiple CCTV feeds while simultaneously performing dispatch duties.
- Answered multi-line phone system and managed calls by routing to proper extensions or taking messages.
- Used two-way communication to generate enthusiasm and foster atmosphere receptive to open exchange.