



# MS RAJNI BALA

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 Niagara Falls, ON L2G 3X6

## PROFESSIONAL SUMMARY

Hard-working professional with 5+ years of experience and a proven knowledge of customer service, brand development, problem solving, food service and computer skills. Aiming to leverage my skills to successfully fill the Marketing, Accounting, Service officer, Cashier, Dispatcher, Security Officer role at your company. Decisive Customer Service Associate with high-level communication and conflict-resolution skills illustrated over 4 years of customer service experience. Skillfully manages returns and exchanges and resolves customer complaints to boost satisfaction and loyalty.

Security-focused and diligent Guard skilled at protecting personnel and premises. Responds and acts appropriately to situational assessments, including criminal acts and fire and medical emergencies remaining alert, attentive and vigilant at all times. Anticipates trouble and takes steps to intervene and diffuse using keen eye for detail.

Looking to achieve a responsible position where I can use my knowledge and skills with an opportunity for professional challenge and growth to support and enhance the objectives of the company

## SKILLS

- Fire Department Communication
- First Aid Training
- Incident Reporting
- Ground Patrol
- Customer Service
- Security Team Coordination
- Employee and Visitor Screening
- De-escalation Techniques
- Emergency Response
- Verbal and Written Communication
- Detailed Activity Logs
- CPR Certified
- Network Monitoring Software
- Team Leadership
- Responding to Difficult Customers
- Understanding Customer Needs
- Efficient and Detail-Oriented
- Issue and Complaint Resolution
- Multitasking and Prioritization
- Creative Problem Solving

## EDUCATION

### NIAGARA COLLEGE

Welland, ON • 05/2018

**ENGINEERING:** Engineering  
Technology Management

## WORK HISTORY

### Paladin Security - Security Guard

Niagara Region, ON • 04/2021 - Current

- Oversaw daily monitoring and patrolled buildings, grounds, and work sites.
- Answered alarms, investigated disturbances and contacted law enforcement personnel to escalate crises.
- Participated in staff meetings, special events and professional development activities.
- Detailed theft, access violations and other incidents with reports to boost success of future criminal or civil remediation.
- Gathered information, identified and implemented resolution, planned follow-up and logged and filed incident report to successfully manage complaints.
- Secured personal and company goods against robbery, vandalism and illegal entry.
- Checked and verified photo identification prior to granting facility access.
- Remained calm, assertive and mindful to think critically and problem solve during stressful situations.
- Responded quickly to emergency situations to assess and deflect issues.
- Drafted reports of property damage, theft, accidents and unusual occurrences to document daily activities and irregularities.
- Doing patient watches in hospital to make sure patient is not violent, self-harm
- Doing screening in hospital to monitor

### Vista Security - Security Guard

Thorold, ON • 04/2021 - Current

- Answered alarms, investigated disturbances and contacted law

- Computer engineering technician related to testing computer hardware and software, Computer database networking, internet connection, electrical troubleshooting, remote desktop .
- Learnt different computer skills such as different computer language.
- Learnt how to make a website.
- Learnt Soldering.
- Dealt with various electrical programs .

- enforcement personnel to escalate crises.
- Permitted entry with escort for approved persons into secure locations.
- Oversaw daily monitoring and patrolled buildings, grounds, and work sites.
- Adhered to established procedures and posted orders to enforce company rules, policies and regulations to general public.
- Monitored employee activities, confirming compliance with security regulations.
- Checked identification of persons entering and exiting facility to eliminate unauthorized visitors.
- Regulated vehicle and pedestrian traffic upon entry onto building grounds through electronic gates.
- Completed full building and grounds patrols to spot and investigate concerns.
- Participated in staff meetings, special events and professional development activities.
- Detailed theft, access violations and other incidents with reports to boost success of future criminal or civil remediation.
- Gathered information, identified and implemented resolution, planned follow-up and logged and filed incident report to successfully manage complaints.
- Checked and verified photo identification prior to granting facility access.
- Responded quickly to emergency situations to assess and deflect issues.
- Patrolled and monitored premises in company vehicle, on bicycle and by foot.
- Responded quickly to incidents and assessed active situations for security concerns.
- Recorded observations and occurrences and interviewed witnesses to complete and submit incident report.

#### **Sitel - CUSTOMER SERVICE ASSOCIATE**

*St Catherine, ON • 09/2020 - Current*

- Validated data and resolved problems related to system- generated information
- Issued refunds, merchandise exchanges, and price adjustments in compliance with company policies
- Addressed customer concerns and provided timely resolution to mitigate complaints
- Maintaining a positive, empathetic and professional attitude toward customers at all times
- Responding promptly to customer inquiries
- Acknowledging and resolving customer complaints
- Keeping records of customer interactions, transactions, comments and complaints
- Communicating and coordinating with colleagues as necessary
- Providing feedback on the efficiency of the customer service process
- Managing a team of junior customer service representatives
- Assist with their mobile phone bill, upgrade eligibility, trade, promotions, deals
- Restore the phone services, add insurance, change plan of their phone service, add features
- Provided Tier 1 IT support to non-technical internal users through desk side support services.

- Offered troubleshooting of connectivity issues across networks such as Wi-Fi, cellular and telephone, cable
- Collaborated with supervisors to escalate and address customer inquiries or technical issues.
- Activated accounts for clients interested in new services.
- Identified potential sales and cross-selling opportunities in course of delivery of support services.
- Helped customers locate products and checked store system for merchandise at other sites.
- Increased sales by offering advice on purchases and promoting additional products.

**Tim Hortons - TEAM MEMBER**

*Niagara Falls, ON • 04/2019 - 04/2021*

- Used cash registers and calculators to prepare bills, accept payments and make change
- Verified freshness of beverage ingredients and food by checking for quality, rotating stock and recording old and new items
- Answered customers' questions, recommended items and recorded order information
- Communicated effectively with customers to plan large or specialized orders, providing customers with recommendations, samples and response to particular requests
- Maintained high standards of food and beverage quality by reviewing shipments, overseeing preparation and monitoring food safety
- Resolved product or service problems by clarifying customer's complaint, determining cause of problem and selecting best solution to solve problem
- Restocked supplies at work stations to help team members meet demands.

**Hilton Hotel Fallsview - Line Cook**

*Niagara falls, ON • 04/2017 - 12/2020*

- Maintained and operated standard cooking equipment including grills and deep fryers
- Checked equipment regularly for proper operation and notified management of problems
- Verified that prepared food met requirements for quality and quantity
- Ensured that food was stored at the proper temperature as required by food safety regulations
- Ordered, stocked, and utilized spices and ingredients as called for
- Worked well with front-of-house staff to consistently meet customers' needs
- Communicated closely with cooks to fully understand special orders for customers, including those with food allergies and gluten intolerance
- Resolve customer issues regarding food
- Ordered and received products and supplies to stock kitchen areas.

**Employment Professional Canada - MACHINE OPERATOR**

*Fort Erie, ON • 07/2017 - 12/2019*

- Stocked and sorted packaging and replenished supplies, including wrapping paper, plastic sheets, boxes, cartons, ink, glue and labels to achieve consistent productivity levels

- Regulated machine flow, speed, and temperature and stopped and reset machine to address malfunctions
- Observed machine operations to verify quality and conformity of packaged products, stepping in to resolve issues promptly and avoid costly production errors.\
- Maintained excellent attendance record, consistently arriving to work on time.

**Ihop Restaunt - LINE COOK,**

*ON • 08/2018 - 12/2018*

- Cleaned counters, food preparation areas and equipment with sanitizing spray to reduce risk of cross-contamination
- Received food orders from cashiers and cooked items quickly to complete entire order together and serve hot
- Checked each food item for freshness and provided feedback to kitchen supervisor for removal.
- Maintained well-stocked stations with supplies and spices for maximum productivity
- Handled portion control activities according to specified instructions provided by chef
- Try to understand customers needs and provide excellent service

**Mariott Niagara falls - ROOM ATTENDANT**

*falls, ON • 04/2018 - 08/2018*

- Responded to guest requests for assistance, toiletries and personal care items
- Cleaned guest rooms and changed linens according to company specifications, ensuring that each room was in compliance with standard set up
- Greeted guests nd answered any questions.Try to understand guests needs and provide excellent service
- Resolve guests complaints to increase guest satisfaction

**Niagara College Canada - PEER TUTOR**

*Welland, ON • 01/2018 - 04/2018*

- Help peer students in studying for good academic standing.