

Ali Adnan

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Motivated and reliable individual with strong communication and adaptable skills, currently gaining customer service and professional experience by working Guest Services at the River Cree Resort and Casino Venue plus enhancing employability through the Learn 2 Earn program at EmployAbilities. Hold multiple industry recognized certifications, including First Aid & CPR Level C, Food Safe Level (II), Workplace Violence and Harassment, WHMIS, ProServe, and Occupational Health and Safety. Eager to bring hard work ethic, dedication, and value to your team.

Skills

- Excellent communication and teamwork abilities
- Quick to adapt to new tasks and new environments
- Strong attention to detail and time management
- Safe use of Personal Protective Equipment
- Capable of lifting up to 50 pounds and standing for long periods of time
- Material handling and lifting and outdoor labour
- Able to work in fast paced environments
- Able to work effectively in various weather conditions

Experience

Part Time Guest Services

Nov 2025 — Present

River Cree Resort and Casino Venue - Edmonton, AB

- Scanning and verifying around 150-250 VIP or balcony tickets per event, alongside one team member, while accurately applying wristbands, ensuring efficient and organized guest entry.
- Provided consistent customer service by remaining approachable, clear in communication and attentive to guest needs, in fast-moving environments, contributing to the overall success of each event.
- Adapted quickly to new or unfamiliar tasks with minimal supervision, often taking on responsibilities explained just minutes before a shift, supporting team workflow and preventing delays, while showing strong willingness to learn and help out.
- Maintained the physical stamina required to stand for long periods of time and ability to perform in high volume environments such as concerts while using the proper PPE.

Part Time Snow Removal & Lawn Care

Nov 2023 — Sep 2025

Self Employed - Edmonton, AB

- Provided timely snow and ice removal for 3 clients, and lawncare maintenance for 6 clients.
- Performed physically demanding outdoor daily tasks such as mowing, lifting and manual snow clearing.
- Worked collaboratively with a team member to maintain a consistent schedule that met the customers needs, contributing to customer satisfaction.

Training & Certifications

Learn 2 Earn – Canadian Employment Skills Training (In progress)

Expected Dec 2025

EmployAbilities - Edmonton, AB

- Completing a 10 week employment skills program focused on building workplace readiness, professionalism and bringing value to a workplace.
- Gaining practical experience and skill building through structured training, hand on activities, and guided development in both individual and group settings.

First Aid & CPR Level C

Nov 2025 — Nov 2028

Edmonton, AB

Food Safe Level (II) – Alberta Health Services

Nov 2025 — Nov 2030

Edmonton, AB

Workplace Violence & Harassment – Worksite Safety

Nov 2025 — Nov 2028

Edmonton, AB

ProServe – AGLC

Jul 2025 — Jul 2030

Edmonton, AB

WHMIS – Canada Safety Training Centre

Nov 2025 — Nov 2028

Edmonton, AB

Occupational Health and Safety

Nov 2025 — Nov 2028

Edmonton, AB

Education & Awards

High School Diploma

Jasper Place High School – Edmonton, AB

June 2025