

GBEMIRO ABOLAJI

Etobicoke, Ontario

gbemiroabolaji@gmail.com

647-719-1664

SKILLS

- Client relation and problem solving skills
- Crowd Management
- Data Entry and Record Keeping
- Time Management (Flexibility)
- Microsoft Office Suite (Word, Excel, PowerPoint)
- Communication(Verbal and Written)
- Prioritize and Meet Deadline
- Numeric Proficiency
- Problem-Solving and Adaptability
- Document Preparation and Editing

EDUCATION

Humber College, Computer Programming	2024-2025
Monsignor Percy Johnson Catholic Secondary School	2017-2021
Google IT Support Professional Certification	2022-2022

PROFILE

Dynamic and detail-oriented Usher Supervisor with a proven track record in overseeing event operations and ensuring exceptional guest experiences across diverse venues, including theaters, sports arenas, and corporate events. Skilled in team leadership, crowd management, and problem-solving in high-pressure environments. Experienced in coordinating with event staff, enforcing venue policies, and maintaining safety standards to ensure smooth operations. adept at handling large audiences, addressing customer inquiries, and resolving conflicts promptly while upholding a positive and professional demeanor.

WORK EXPERIENCE

Usher Supervisor

Dec 2023-Present

The Theatre at Great Canadian Casino Resort Toronto

- Developed and implemented schedules and task assignments, optimizing team productivity and event coverage
- Supervised and coordinated a team of ushers to ensure seamless event operations and exceptional guest experiences
- Resolved guest concerns and escalated issues promptly, ensuring high levels of customer satisfaction
- Monitored crowd behavior and enforced safety protocols to maintain a secure and enjoyable environment for guests.
- Conducted pre-event briefings to train ushers on event-specific protocols, venue policies, and emergency procedures
- Maintained detailed records of attendance, incidents, and staff performance for post-event reporting and analysis

Client Service Representative

June 2020-June 2023

Abode Community Service Centre

- Maintained confidentiality handling records, and sensitive information with utmost discretion and professionalism
- Deliver support in settlement service, food security, and affordable housing application support without prejudice
- Managed and responded to client inquiries through phone, email, and chat, sustaining a 100% client satisfaction rating
- Developed and maintained a comprehensive knowledge of the organizations' resources and services to provide accurate information to clients
- Prepared and edited documents, reports, and presentations, ensuring accuracy and adherence to the organization's standards
- Assisted in operating office equipment and computers while utilizing a variety of software packages
- Developed, delivered training materials and welcome package for new immigrants
- Upheld regular updates for organization's social media platforms

Cashier

Food Basics

Sept 2023-Nov 2023

- Efficiently processed customer transactions, including cash, credit cards, and digital payments using POS
- Resolved customer inquiries, concerns, and complaints in a professional and timely manner.
- Maintained alertness of company advertisements and promotions
- Facilitated the customers' requests regarding changed or damaged items
- Sustained a clean and organized work area, ensuring a pleasant shopping experience for customers
- Ability to lift heavy items, walk, stand, and work with other team members to provide excellent service in a fast-paced environment