**Ashish Arora**

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**PROFESSIONAL SUMMARY**

I am a dedicated professional with a proven ability to establish and maintain cooperative and effective working relationships. My strong communication skills, both oral and written, complement my effective interpersonal abilities. I have a track record of consistent punctuality and reliable attendance. My technical expertise includes a solid foundation in hardware, software, and programming languages, supported by my knowledge of relevant technology. I am a friendly and approachable individual, fluent in English, Hindi, and Punjabi, allowing me to serve customers from diverse ethnic, cultural, and linguistic backgrounds with ease and efficiency.

**EXPERIENCE**

**Security Access Associate** June 2024 – Present

Canada’s Wonderland | Vaughan, Ontario, Canada

* Monitored and controlled access points to ensure only authorized individuals entered restricted areas.
* Conducted thorough checks of tickets, credentials, and personal belongings to maintain security standards.
* Managed crowd control during peak times and events to ensure safety and a smooth flow of guests.
* Implemented emergency procedures and coordinated with law enforcement or emergency services during incidents.
* Provided first aid or other assistance as needed in emergency situations.

**Security Associate** May 2024 – Present

Main Event Security | Scotiabank Arena, Roger’s center, Budweiser stage, Toronto, ON

* Monitor and control access points to ensure only authorized individuals enter restricted areas. Conduct thorough checks of tickets, credentials, and bags as required.
* Perform regular patrols of the venue to detect and respond to any suspicious activity or potential security breaches. Ensure all areas are secure and free from hazards.
* Manage crowds effectively during ingress, egress, and throughout the event to prevent overcrowding and ensure a smooth flow of people. Provide directions and assistance to patrons as needed.
* Respond promptly to emergencies, incidents, and disturbances. Implement emergency procedures, coordinate with law enforcement or emergency services, and provide first aid or other assistance as needed.

**Lead/Senior Sales Associate** March 2024 – Present

Tommy Hilfiger | Toronto premium outlets, Halton hills, ON

* Warmly greet and engage customers, ensuring a positive shopping experience from entry to purchase.
* Provide personalized assistance in product selection, demonstrating comprehensive knowledge of merchandise features and benefits.
* Proficiently operate cash register, managing various transactions including sales, refunds, and inquiries with accuracy and efficiency.
* Collaborate closely with store management to implement strategies for achieving sales targets and optimizing store performance.
* Proactively address customer inquiries, concerns, and escalations, demonstrating strong problem-solving skills and a commitment to customer satisfaction.
* Oversee daily operations, including opening and closing procedures, inventory management, and cash handling, to maintain smooth store functioning.

**Sales Associate** October 2023 – February 2024

Tommy Hilfiger | Toronto premium outlets, Halton hills, ON

* Greeted customers warmly and offered assistance.
* Kept work area clean, organized, and free of clutter at all times.
* Efficiently operated cash register for all transactions ranging from sales of season passes, parking, entry tickets, and refunds.
* Demonstrated a high level of technical skill, self-direction, initiative, and independence of judgement.
* Mitigated customer escalations and occasionally performed supervisor duties.
* Built and maintained productive relationships with employers; utilizing excellent communication skills to determine hiring needs & support their engagement with company.
* Assist store management in completing the sales generation and operational functions of the store.

**EDUCATIONAL EXPERIENCE**

**Double Blue Crew: Sheridan College**

New Student Orientation Volunteer | Brampton, Ontario January 2024

**Mission Zero: Sheridan College**

Volunteer at Free Pop-Up Shop | Brampton, Ontario Sept. 2023 - Dec. 2023

**EDUCATION**

**Sheridan College** | Advanced-Diploma in Computer systems Technology - Information systems Engineering In progress.

* *Key courses:* Mobile hybrid and native application development, Operating systems including Windows and Linux/Unix, Systems analysis and design, Database design and implementation, Database administration, Data communications, Network configuration, Systems security and Project management.

**SKILLS**

Administration| Microsoft Office | Windows | Customer Service | Data Entry| Research| Oral and Written Communication | Technical Support | Teamwork | JavaScript | Linux | Data Structures.

**CERTIFICATIONS & LICENSES**

**CPR & First AID**

Ken Protection Providers Inc. | Toronto, Ontario Expires November 23, 2026

**Security Guard Licenses**

Ministry of Solicitor General | Toronto, Ontario Expires January 23, 2025