CAREER TARGET

* Obtain a position where I can utilize the skills and assets I have acquired through my experiences and academic pursuits

AREAS OF COMPETENCE

* Customer Service Strong ability to understand customer concerns and communicate effectively to resolve them
* Client Relations Able to prioritize, think critically and make decisions quickly while maintaining accuracy
* Communication Possess exceptional verbal and written communication skills
* Customer Problem Able to thoroughly identify, analyze and generate alternatives to resolve resolution customer

problems effectively

* Computer Literacy Proficient in Microsoft Word, Excel and PowerPoint

EMPLOYMENT EXPERIENCE

Fire Alarm Technician (August 2017 - Present)

Vipond Inc

* Performed Installation, inspection and serviced all fire alarm systems
* Assembled and programmed new panels and equipment
* Ensured a high level of customer service, satisfaction and communication
* Documented technical reports related to specific design issues
* Utilized pre-planned schedule to ensure all inspections were completed in a timely manner

Fire Alarm Technician (January 2017 - July 2017)

Arthur Fire Protection

* Performed maintenance, testing and inspecting of various competition fire alarm panels
* Tested, inspected & certified over 100 properties in a month period
* Prepared proposals, invoices and service reports
* Repairing and replaced Fire Safety Devices
* Scheduling and performing maintenance of the system for buildings

Security Operative (September 2014 – April 2016)

Paladin Security

* Patrolled premises to prevent and detect signs of intrusion, while also ensuring security of doors, windows and gates
* Responded to alarms and investigated disturbances in a prompt and efficient manner
* Prepared reports identifying daily activities and irregularities, such as equipment or property damage, theft, presence of unauthorized personnel, or any other unusual occurrences
* Assisted students and staff with traffic and parking issues
* Issued parking tickets, smoking violation notices and trespass notices to individuals that were breaking the law

EDUCATION

Fire Protection Engineering Technician ( April 2015)

Seneca College

* Completed the Fire Protection Engineering Technician 2-year Diploma program at Seneca College.
* Specialization included Fire alarms, Sprinklers, Ontario’s Building code and Ontario’s Fire Code
* Knowledge of the Ontario Building code, Ontario Fire Code, NFPA standards, WHIMIS, life safety code and CAN/ULC standards.
* Capable of reading and creating construction drawings using Auto Cad

VOLUNTEER EXPERIENCE

* Rawana & Rawana Law Office (September 2010 – January 2011)
* AirTel Mobile (July 2009 – December 2009)
* Malvern family Resource Center (September 2007 – June 2008)

CERTIFICATIONS

* Emergency First Aid with CPR & AED (June 2014 – June 2017)
* Certificate of Qualitative Respirator Fit Testing (August 2014)
* Nonviolent Crisis Intervention (August 2014 – August 2017)