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**Objective:** To obtain a security position where I can utilize my strong attention to detail, problem-solving abilities, and dedication to maintaining a safe and secure environment.  
**Summary:** Highly motivated and dedicated professional with over 3 years of experience in customer service and coordination. Possessing excellent communication skills and the ability to work under pressure, I am committed to ensuring the safety and security of individuals and property.

**Skills:**

- **Customer Service:** Ability to provide exceptional customer service to clients, visitors, and employees while still maintaining a secure environment.
- **Security Procedures:** Knowledge of security protocols, procedures, and best practices to maintain a safe and secure environment.
- **Emergency Response:** Training in emergency response protocols, including first aid, CPR, and knowledge of evacuation procedures in case of fire, natural disasters, or other emergencies.
- **Physical Fitness:** Good physical condition to handle potential physical confrontations or respond swiftly during emergencies.
- **Attention to Detail:** Strong observation skills and attention to detail to identify potential security breaches, suspicious behavior, or unauthorized access.
- **Communication Skills:** Effective verbal and written communication skills to interact with team members, clients, visitors, and emergency responders.
- **Conflict Resolution:** Ability to handle conflicts or difficult situations calmly and professionally, defusing tense situations and resolving conflicts peacefully.
- **Integrity and Ethics:** Demonstrated honesty, trustworthiness, and adherence to ethical standards to maintain confidentiality and uphold professional conduct.
- **Problem-Solving:** Quick thinking and problem-solving abilities to assess situations, make sound judgments, and take appropriate actions in a fast-paced environment.
- **Technology Skills:** Proficiency in using security equipment and systems such as access control systems, alarm systems, and computer-based monitoring software.
- **Knowledge of Laws and Regulations:** Familiarity with relevant laws, regulations, and legal guidelines related to security operations, privacy, and safety.
- Ability to work independently or as part of a team.
- Proficient in Microsoft Office and database management.

**Experience:**

**Security Guard, Allied Universal - Present**

- Provide outstanding and personalized customer service as a front line representative. day to day point of contact for our individual client and field staff inquiries
- Supervise contracted site to ensure security staff are meeting company standards in terms of uniforming, training and site procedures
- Operate and maintain an organized environment

- Enforce property rules and regulations to maintain the security and safety of our clients and their assets
- Ensure enforcement of Trespass to Property Act
- Safely operate and maintain company and client-issued equipment and supplies.
- Respond to major incidents on property and aid security staff with managing the situation (fire, flood, medical issue and criminal activity)
- Ensure that safety and emergency protocols are completed in response to Fire Alarms and other Site Emergencies
- Complete walking patrols and inspections of facilities and equipment as required
- Review, know and follow post orders as identified for site representing
- Maintain a safe working environment and follow the facilities health and safety procedures
- Duties as otherwise assigned

Supervisor, Trish Juice, Toronto, ON, CA (May 2021 - Present)

- Supervised and managed a team of employees responsible for producing and serving high-quality juices and smoothies to customers.
- Scheduled and coordinated employee shifts to ensure adequate staffing levels were maintained.
- Trained new employees on company policies and procedures, health and safety protocols, and best practices for delivering excellent customer service.
- Monitored employee performance and provided feedback and coaching to improve productivity and quality of service.
- Conducted regular inventory checks, ensured stock levels were maintained, and placed orders for supplies and ingredients as needed.
- Ensured that all equipment and facilities were properly maintained, cleaned, and sanitized to meet health and safety standards.
- Collaborated with other departments, such as marketing and finance, to achieve business goals and objectives.
- Conducted regular meetings with employees to discuss progress, challenges, and opportunities for improvement.

Education:

- Information System Business Analysis and International Business Management, Northern College, Pures, May 2021 to 2022
- Master of Science in Mathematics, Punjabi University, Punjab, India, August 2016 - May 2018
- Bachelor of Computer Science from C.M.K College, Haryana, India, August 2013 - May 2015

Certification:

- Security Training and Certification:
  - Security Guard License, issued by the Ministry of Community Safety and Correctional Services, Ontario, CA

- First Aid and CPR Certification, Red Cross, CA