

KHUSHPREET KAUR

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PROFILE

Experienced professional in front desk operations and security, known for exceptional customer service and maintaining a welcoming atmosphere. Skilled in multitasking and remaining composed in fast-paced environments. Dedicated to ensuring safety and security, seeking to leverage expertise in both areas to enhance customer experience and maintain a secure environment.

SKILLS SUMMARY

- Maintained records and documentation to analyze the data.
- Clarified expectations and objectives to ensure understanding.
- Ability to adhere to policies and procedures.
- Increased productivity through effective communication and collaboration.
- Wrote reports and documents to communicate information effectively.
- Organized tasks and priorities to meet deadlines and goals.
- Controlled access points and maintained security gates and barriers to maintain safety.
- Demonstrated strong attention to detail and a commitment to security protocols.

EDUCATION

- Georgian College, Toronto | Diploma in Computer Programming (Co-op) Sept 2023 - Present
- Ambala Public Sr. Sec. School, India | Non-Medical April 2021 - June 2022

WORK EXPERIENCE

DATUM SECURITY | Security Guard | Toronto, Canada **October 2023 to December 2023**

- Move-ins & Move Out - ensuring that no merchandise gets damaged
- Complete walking patrols and inspections of facilities and equipment as required.
- Monitor parking space and submit parking complaints in case of unauthorized parking
- Monitor access to entryways and exit points.
- Deliver excellent customer care to our clients and their guests
- Screening bags and belongings of attendees to prevent the entry of prohibited items.
- Monitor the event premises, looking for suspicious activities or potential threats.
- Solving the conflicts between attendees and staff and maintaining a peaceful environment

ANTAAL COMPUTERS | Front Desk Administrator | Haryana, India **July 2022 to July 2023**

- Greet all visitors, clients, and guests with a warm and professional demeanor, ensuring they feel welcome and attended to.
- Answer and direct phone calls courteously and efficiently. Respond to inquiries and provide accurate information via email or phone.
- Coordinate appointments, meetings, and reservations, ensuring schedules are optimized and conflicts are minimized.

- Provide information about the organization, services, and personnel to visitors and callers. Direct inquiries to the appropriate department or person.
- Communicate with colleagues to relay messages, updates, and information effectively:
- Address visitor or guest concerns with patience and professionalism. Escalate issues to higher authorities when necessary.

RPTRACK SECURITY SYSTEMS | Security Guard | Haryana, India

July 2022 to August 2023

- Patrolling the designated areas to assure the safety of the people, property, and resources.
- Addressing security breaches and alarms.
- Carrying out inspections and security checks according to protocols. • Following protocols for handling confidential information.
- Update and maintain security records and incident reports.
- Helping in crowd management and emergency evacuations.
- Responding to medical situations and providing first-aid.

LANGUAGES: Hindi (Proficient), English (Proficient), Punjabi (Proficient)

TECHNICAL SKILLS AND CERTIFICATIONS: MS Office, MS Outlook, CPR, First Aid certificate (Level C), Security guard license, WHIMS Certificate.

ACHIEVEMENTS

Awards for IT:

- Troubleshooting
- Networking