**Rita Singh** rita.singh.7777@gmail.com

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# Summary

An Ontario Security Guard License holder with experience in customer service and in closely adhering to health and safety protocols. Demonstrated ability to problem-solve and manage conflict when dealing with customers. and Eager to make practical application of my security training and use my strong communication skills as a Healthcare Screener/Security Guard.

# Highlights

* Valid Security Licence and CPR Certificate
* Strong communication skills: written and verbal
* Working knowledge of health and safety programs and operating practices
* Team player with excellent interpersonal skills
* In-depth knowledge of provincial regulations, de-escalation strategies, and crowd control
* Tactful and empathetic

# Work Experience

## Retail Associate – Canadian Tire Feb. 2020 – present

* Demonstrating my client service orientation by making customers feel welcome and greeting them as they enter the store.
* Effectively communicating with customers while demonstrating the correct way to use products and accessories, patiently answering questions and addressing concerns
* Paying careful attention to detail to ensure accuracy while processing transactions
* Developed the conflict resolution and active listening skills in order to resolve customer complaints and problems with empathy and professionalism.
* Meeting inspection criteria by maintaining a clean work area and adhering to safety protocols

## Laboratory Assistant - Dunrea Laboratories Jan. 2018 – Jan. 2020

* Wore protective apparel and followed sanitation protocols as a lab assistant in a bustling regional laboratory
* Demonstrated teamwork skills by supporting warehouse staff in doing inventory management
* Gained knowledge of WHMIS and workplace health and safety practices

# Courses and Licensing

* Ontario Security Guard (ID: 1234567) Feb. 2021
* Basic First Aid & CPR Feb. 2021
* Basic Workplace Safety Orientation: OSHA.com Jan. 2020

# Education

* Etobicoke High School, Ontario 2010 – 2014