

ZACHARY WHEARTY

Kitchener, ON | 548-333-0609 | ZacharyW-@outlook.com

Professional Summary

Hardworking and adaptable professional with over 12 years of continuous work experience across social services, trades, warehouse, and hospitality industries. Skilled in crisis management, client support, installation, warehouse operations, and food service. Recognized for strong work ethic, reliability, and the ability to learn quickly in fast-paced environments. Seeking to contribute versatility and dedication to a long-term career opportunity.

Core Skills

- Crisis Management and De-escalation
- Installation and Trade Skills (tools, measurements, materials handling)
- Warehouse and Order Picking
- Customer Service and Client Support
- Food Preparation and Kitchen Sanitation
- Communication and Teamwork
- Problem-Solving and Adaptability
- Technical Proficiency (Microsoft Office, HIFIS database)

Professional Experience

Outreach and Support Worker

oneROOF Youth Services – Kitchener, ON

April 2023 – January 2025

- Supported 20+ youth monthly through crisis management, housing applications, and referrals to community resources, improving stability and safety.
- Facilitated transportation for youth to court dates, appointments, and essential services, achieving consistent attendance.
- Maintained detailed client files and regional reports with 100% accuracy and compliance.
- Conducted weekly goal-setting meetings with tenants, strengthening independence and self-confidence.
- Co-ran overnight shelter operations, ensuring safety, sanitation, and accurate data entry in HIFIS.

Installer / Glazier

Mirror Works Inc. – Ottawa, ON

November 2020 – December 2022

- Installed 1,000+ custom shower, mirror, and window projects over 2 years, averaging 3–4 installs daily plus service calls.

- Conducted precise site measurements, reducing errors and ensuring accurate installations.
- Safely loaded and transported fragile glass materials while maintaining productivity goals.
- Built repeat business through professional client interactions and upselling additional services.

Catering Coordinator / Assistant Baker

MamaD's Delicious Eats – Kitchener, ON

2015 – 2020

- Coordinated 50+ catering events, managing logistics and communication to deliver seamless service.
- Prepared a wide range of baked goods and menu items, consistently meeting customer quality standards.
- Developed new recipes and menu ideas that contributed to repeat customer growth.
- Maintained food safety compliance with zero health inspection violations.

Additional Experience

Line Cook – Fireside Restaurant – Kitchener, ON | 2018

Operated grill and sauté stations preparing high-volume orders nightly; ensured full sanitation and equipment care during closing.

Stacker – Gillies Lumber Inc. – Kitchener, ON | Summer 2017/2018

Stacked and banded 100s of roof trusses daily, maintaining efficiency and reducing material damage.

Problem-Solver (Returns/Repairs) – Amazon Distribution Centre – Kitchener, ON | 2018

Corrected 50+ mispacked or mislabeled orders per shift, improving warehouse accuracy and workflow.

Order Picker – Weber Supply – Kitchener, ON | 2018

Accurately selected and packed parts ranging from small tools to industrial hardware while meeting daily productivity targets.

Other Restaurant Experience (2015–2019)

Worked in multiple kitchens as a line cook and support staff, gaining experience in food prep, cooking, and sanitation.

Certifications

* First Aid and AED

* Smart Serve

- * Safe Food Handling
- * WHMIS
- * HIFIS
- * UMAB Trainer
- * YAP Interview Tool

Education

Secondary School Diploma – Huron Heights Secondary School, Kitchener, ON | Graduated 2017