

Sandeep Singh

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Highlights of Qualifications

- ♦ Over 3 years of combined experience in general office support, customer service, and security operations
- ♦ Strong background in administrative duties, including data entry, report writing, scheduling, and documentation
- ♦ Skilled in client onboarding, communication, and customer relations, ensuring positive and professional service
- ♦ Proficient with Microsoft Office Suite (Excel, Word, Outlook) for spreadsheets, emails, and administrative tasks
- ♦ Experienced in incident management including reporting, problem-solving, and handling urgent situations calmly
- ♦ Knowledgeable in CCTV monitoring, surveillance, and maintaining accurate security logs
- ♦ Effective in multitasking, time management, and prioritizing tasks in fast-paced environments
- ♦ Strong conflict resolution and de-escalation skills across retail, mall, and hospital settings
- ♦ Reliable and flexible, holding a Full G Driver's Licence with a personal vehicle for commuting and mobile duties
- ♦ Fully certified with a valid Ontario Security Guard Licence, CPR, and First Aid, available for various shifts

Employment Experience

Manager / Mobile Patrol Supervisor, Bullseye Security, Niagara Falls, Ontario 2023 – 2025

- ♦ Supported company start-up operations by creating policies, procedures, and client onboarding processes
- ♦ Maintained office records, documentation, and general administrative upkeep
- ♦ Managed scheduling, site tracking, and guard check-ins with timestamps and photo logs
- ♦ Delivered excellent customer service to clients and contract employers
- ♦ Created and maintained Excel spreadsheets for budgets, payroll, and reporting
- ♦ Coordinated email communication with clients and staff
- ♦ Supervised mobile patrol teams and ensured security coverage across multiple locations

Security Guard, BOLD Security; Canada One Mall, Niagara Falls, Ontario 2022 – 2023

- ♦ Provided customer service, directions, and assistance to mall visitors and retail staff
- ♦ Monitored high-theft areas and conducted regular mall patrols
- ♦ Responded to theft, disturbances, and emergency situations
- ♦ Worked with Niagara Regional Police and mall management during escalated incidents
- ♦ Operated CCTV systems and documented all incidents through clear and accurate reports
- ♦ Enforced mall policies and the Trespass to Property Act when necessary

Supervisor, Terrace Food Court, Niagara Falls, Ontario 2021 – 2022

- ♦ Supervised operations across food court outlets: Subway, Pizza Hut, Nashville Chicken, Great Canadian Burger
- ♦ Handled staff scheduling, delegation, performance monitoring, and customer service
- ♦ Managed cash flow, deposits, inventory, and order tracking
- ♦ Trained staff and ensured compliance with hygiene, safety, and service standards
- ♦ Coordinated with management to meet sales goals and resolve operational issues

Delivery Driver, Direct Courier, Brisbane, Australia 2017 – 2021

- ♦ Delivered packages accurately and on time across Brisbane
- ♦ Provided professional customer service at residences and businesses
- ♦ Optimized routes using GPS and local knowledge

Employment Experience Continued

Hospital Security Guard, Wilson Security, Brisbane, Australia

2016

- ♦ Patrolled hospital grounds and safeguarded restricted areas
- ♦ Responded to emergency alarms and medical codes
- ♦ Managed visitor access, patient escorting, and facility opening/closing
- ♦ Recorded detailed logs and incident reports

Retail Supervisor / Cook, IGA Supermarket, Brisbane, Australia

2014 – 2016

- ♦ Supervised daily store operations including staff scheduling, cash handling, and customer service
- ♦ Managed inventory, stock rotation, and deliveries
- ♦ Prepared hot meals and deli items according to food safety standards
- ♦ Ensured kitchen cleanliness, sanitation, and equipment maintenance
- ♦ Served customers at the deli counter and handled special orders

Education, Training, and Certifications

Security Guard License, Ministry of the Solicitor General, Niagara Falls, Ontario**Standard First Aid and Level “C” CPR & AED Certificate**, Niagara Employment Help Centre, Niagara Falls, Ontario**Advanced Diploma of Business**, American College, Brisbane, Australia**Certificate IV in Commercial Cookery**, Skills Institute, Brisbane, Australia