

TL THIPSOUVANH

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SKILLS SUMMARY

- Experience operating lathe and milling machines performing precision machining operations such as sawing, turning, milling, boring, radius cutting and drilling.
- Operate and understand hoisting and lifting devices, maintenance practices and principles and proper safety procedures during installation, set-up, repair and removal of machinery in industrial plants and factories
- Hands-on experience with practical electrical installations for commercial, residential and industrial settings
- Knowledgeable reading diagrams, schematic drawings and blueprints
- Able to calculate dimensions, tolerances and measure and lay out work pieces.
- Excellent troubleshooting, technical planning and problem-solving skills
- Strong communication, time management and organizational skills
- Physically fit and active; able to complete physically demanding work
- Driver's license and reliable vehicle; willing to travel to job sites within Ontario

EDUCATION

Industrial Millwright Mechanic and Electrical Pre-Apprenticeship Program

November 2025

Centre for Skills Development, Burlington ON

- Electrical Theory and Code (OESC)
- Practical electrical installations
- Hydraulics and pneumatics
- Machine theory and practice
- Rigging and hoisting
- AC motor control
- Machine and equipment lubrication
- Basic Programmable Logic Controls (PLCs)
- Drafting blueprints including Wire Diagrams and Schematics
- Threads and fasteners
- Precision measuring tools and equipment

Ontario Secondary School Diploma

2018

St. John Henry Newman Catholic Secondary School, Hamilton ON

INDUSTRY CERTIFICATION

- First Aid and CPR Level C
- WHMIS
- Working at Heights
- OHS Awareness – 4 Steps
- Lock Out – Tag Out

WORK EXPERIENCE

Arcade Attendant

2022 - 2025

Great Wolf Lodge, Niagara Falls ON

- Diagnosed and repaired mechanical and electronic arcade machines to minimize downtime and enhance guest satisfaction.
- Monitored and maintained gaming equipment, performing routine checks to ensure optimal functionality and safety.
- Delivered fast, friendly service by quickly identifying issues and implementing effective solutions.
- Managed multiple service requests simultaneously while maintaining strong organization and attention to detail.
- Built positive rapport with guests and team members to support a smooth, enjoyable arcade experience

Banking Customer Service Representative

2019 - 2021

Concentrix, Hamilton ON

- Communicated professionally with customers to resolve inquiries, disputes, and account issues efficiently and accurately.
- Maintained detailed documentation of each customer interaction to ensure compliance with banking standards and data accuracy.
- Adapted to high-volume, fast-paced environments while maintaining a calm and solutions-focused approach.
- Collaborated with teammates and management to meet daily service metrics and improve overall client satisfaction.
- Consistently met or exceeded quality, productivity, and call-handling performance targets.

Automotive Service Co-op

2016

Taylor Chrysler Dodge Inc, Hamilton ON

- Assisted licensed automotive technicians with vehicle inspections, maintenance, and basis mechanical repairs
- Used hand and power tools to support suspension, brake, and general service work
- Always followed shop safety procedures and manufacturer guidelines
- Helped maintain a clean, organized, and efficient work environment
- Gained hands-on exposure to a fast-paced, trade-focused shop environment