**Simranjeet Sidhu**

Edmonton, AB

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**Objective:** to obtain Community Support Work in hopes to move to a higher available position

# SKILLS SUMMARY

* 2 years of experience delivering customer service
* 1 year of experience working with people who have disabilities.
* Experienced in professionally communicating with individuals from different backgrounds and age groups - LINC program.
* Fluent in three languages English, Punjabi, And Hindi
* Ability to problem solve under pressure and resolve conflict situations diplomatically.
* Experience using various social media platforms to advertise community events
* Two-year diploma in the Settlement work field

# WORK EXPERIENCE

# Cashier and cook Sep 2020-Current A&W restaurant, Edmonton, AB

* Work well as a front counter attendant.
* I can accurately handle cash transactions and ensure that orders are entered into the point-of-sale system correctly.
* I can communicate effectively with customers, coworkers, and managers to ensure smooth operations and resolve any issues that may arise.

# Warehouse team member June 2023- July

**Amazon**, Edmonton, AB

* Mark and label containers, container tags, or products, using marking tools. Measure, weigh, and count products and materials. Examine and inspect containers, materials, and products in order to ensure that packing specifications are met. Record product, packaging, and order information on specified forms and records.
* Remove completed or defective products or materials, placing them on moving equipment such as conveyors or in specified areas such as loading docks.
* Packing the customer's order in the appropriate box size with the correct amount of packaging materials (air bubbles)
* Processing and fixing all issues that arise when dealing with customer orders such as missing items, excess items, Weight issues, and many more by using computer programs provided to me

# VOLUNTEER EXPERIENCE

# Special Events Assistant 2018-2020

Doon Sr. sec public school, Punjab, India

* I assisted with event in planning and organizing, including developing timelines and coordinating with other volunteers, to ensure a successful event.
* I managed tasks such as registration, ticket sales, and distribution of event materials, ensuring that attendees are informed and prepared for the event.

# EDUCATION

# Settlement Studies Diploma 2021-2023

NorQuest College, Edmonton, AB

➢ Practicum, Settlement work (200 Hours) Jan 2022-April 2022

# LINC Organization, Norquest College, Edmonton, AB

* Worked with a diverse set of clients.
* Attend various information and orientation sessions.
* Collaborate with students from different countries and have different language levels.

➢ Practicum, Settlement Work (200 hours)

# Dickins Field Amity House, Edmonton, AB May 2023-Current

* Meet with people from different backgrounds like (the homeless, and disabled) while doing intakes
* Gain valuable experience.
* Administration duties (taking front desk calls, making appointments, faxing, and printing as well as doing taxes)
* Assisting outreach workers
* Receiving and sorting donations
* Help in cleaning community spaces after an event

# CERTIFICATES AND AWARDS

Trauma Informed Care Certificate

Being Trauma Aware Certificate

QPR Training Certificate

**REFERNCES:**

Sukhpreet Kaur

Amandeep Kaur