

Co-op & Career Centre
Resume Gallery

Algonquin Centre for Construction Excellence

Table of Contents

Architectural Technician/Technology	3
Bachelor of Building Science	7
Civil Engineering Technology	11
Construction Engineering Technician	13
Electrical Engineering Technician/Technology	15
Energy Management	21
Horticultural Industries	23
Powerline Technician	29

EDUCATION

Architectural Technology Advanced Diploma
Algonquin College, Ottawa, ON

Sept 2021- Present

PROGRAM-RELATED SKILLS

- Able to communicate with clients, contractors, and other building professionals
 - Contribute to the design of architectural projects and solve technical problems related to building projects through the application of mathematics
 - Prepare, read, interpret, and revise drawings and other graphical representations
 - Use and evaluate current and emerging technology to support building projects
 - Competence in computer programming and operating systems: AutoCAD, Revit, Sketchup, Microsoft Word, Excel, PowerPoint, OneNote, Outlook, , ContextCapture, Buzzsaw
-

RELATED EXPERIENCE

Architectural Technology Student
Ontario Conservation, Ottawa, ON

September-December 2021

- Meet with customers to assess needs for upcoming projects
 - Create and edit architectural drawings
 - Manipulate 3D models using photogrammetry software
-

WORK EXPERIENCE

Sales Associate
The Bay, Ottawa, ON

June 2020- Present

- First point of contact for customer questions and concerns developing communication and leadership skills
- Provided professional customer service to customers ensuring a pleasant shopping experience
- Met weekly sales targets of \$500/week merchandise purchases

Crew Member

May 2019- January 2020

McDonald's, Ottawa, ON

- Dealt with customer complaints and provided an appropriate resolution
 - Handled cash, debit, and credit transactions on a POS system
 - Cleaned and stocked stations on the counter and drive-thru to ensure a sanitary workplace
-

VOLUNTEER EXPERIENCE

Vice President Internal

Sept 2021- Present

Architectural Student Association

- Organized executive team meetings
- Planned executive team retreats and wrote team meeting notes
- Worked in a team environment developing communication and leadership skills

Youth Crew Leader

December 2018- June 2020

Me and You, Ottawa, ON

- Spreading awareness about mental health
 - Implementing fundraisers and events
-

CERTIFICATIONS

- WHIMIS Training Certificate
 - G Drivers License
-

REFERENCES

John Kleinberg

Manager, McDonald's

613-980-0987

JohnKlein@Mcdonalds.ca

Jesse Wellens

Supervisor, Me and You

819-980-4596

JWellens@Gmail.com

HAMAD AL-AJAR

343-091-0987 | halaj0098@algonquinlive.com | www.linkedin.com/in/yournamehere

EDUCATION

Architectural Technician Diploma

Sept 2022- Present

Algonquin College, Ottawa ON

Bachelor of Commerce (Business)

April 2021

Carleton University, Ottawa ON

PROGRAM RELATED SKILLS

- Communication skills developed through connecting with potential clients, contractors, and other construction professionals
- Ability to prepare, read, understand, and update drawings and other graphical representations used in building projects.
- Ability to carry out the tendering procedure and formulate time, cost, and quantity estimates.
- Collaborated with specialists in the organization of information about structural, mechanical, and electrical building systems.

WORK EXPERIENCE

Cashier

Sept 2022- Present

Home Depot, Ottawa ON

- Worked the cash register with remarkable precision for transactions involving cash, checks, and credit cards
- Assisted customers to make transactions, find products, and sign up for reward programs
- Restocked and arranged goods in the front lanes.
- Provided the solution to customer complaints and inquiries concerning business policy by delivering good service and informed advice, which helped to foster client loyalty and steady sales
- Maintained secure cash drawers, promptly resolving discrepancies in daily totals

Sandwich Artist

Jan 2017- Sept 2022

Subway, Ottawa ON

- Assisted customers in choosing menu items by providing food-complementing information
- Greeted guests, promoted specials, and took orders
- Organized freezers, refrigerators, and storage rooms by receiving, recording, and moving food and beverage supplies and products
- Trained team members to prepare sandwiches and other items according to instructions

VOLUNTEER EXPERIENCE

Camp Counsellor

June-August 2020

Dover Court Community Center, Ottawa ON

- Supervised camper activities aimed at addressing behavioral issues while also promoting fun, safety, and inclusivity
- Maintained a record of campers' allergies and dietary needs and made sure the proper meals and snacks were provided
- Supervised pre-planned field trips and adhered to established safety guidelines to reduce the risk of accidents and injuries to campers

References

Ahmed Zarzouf

Manager, Home Depot

613-998-3984

Zarza@HomeDepot.ca

John Gaudette

Supervisor, Subway

613-398-9884

JohnGudd@Subway.com

Ritik Singh

343-555-9877 | rsing0012@algonquinlive.com

EDUCATION

Bachelor Building Science (Honours)
Algonquin College, Ottawa ON

Sept 2022 – Present

- Deans Honour List: 3.70/4.00
- Major Courses: Technical Drawings, Computer Applications, Cost Estimating

PROGRAM RELATED SKILLS

- Ability to present options that strike a balance between client requirements, site conditions, and human considerations by including sustainable building practices and alternative energy solutions
- Capable of using reliable, accepted scientific and engineering principles to address problems that arise during the building process and to document the solutions
- Knowledge of documents about construction designs, such as working drawings that include structural, electrical, and mechanical components, can be read, interpreted, and modified under instruction
- Ability to analyze how primary and secondary theoretical research on prevailing and novel construction techniques, tools, and materials has been applied in practice
- Applying estimating, accounting, and cost control techniques will help ensure the ongoing financial viability of engineering and construction projects

WORK EXPERIENCE

Customer Service Representative
Walmart, Ottawa ON

June 2019- Present

- Maintain customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Answer customer telephone calls promptly to avoid on-hold wait times.
- Offer advice and assistance to customers, paying attention to special needs or wants.
- Respond to customer requests for products, services, and company information.
- Process customer returns and purchases in the form of debit, credit, cash, and store credit

Warehouse Employee
IKEA, Brampton ON

May 2016- Jan 2018

- Loaded, unloaded, and moved material to and from storage and production areas
- Cleaned and maintained the warehouse in compliance with OSHA safety standards
- Labeled and accurately moved customer orders to meet shipment timetables and minimize errors

- Inspected work areas for cleanliness and obstacles and removed cartons and boxes to keep work areas organized and hazard-free
- Used hand-held devices and computers to record and monitor inventory levels and completed audits to uncover and address inaccuracies
- Acknowledged safety issues and contacted shift supervisor regarding concerns and for quick resolution

VOLUNTEER EXPERIENCE

Church Volunteer

June 2017- Present

St. Elias Church

- Provided older youth with a positive adult role model by dressing, speaking, and acting appropriately
- Welcomed guests with bulletins, instructions, and cordial discussion.
- Solved conflicts between locals and missionary representatives have been defused and settled
- Performed tasks by the relevant regulations, policies, and standards to foster a safe working environment

Adam Norris

613-555-0987 | Anorr2321@algonquinlive.com

EDUCATION

Bachelor of Building Science
Algonquin College, Ottawa ON

Sept 2021 – Present

- Deans Honour List: 3.90/4.00

PROGRAM RELATED SKILLS

- The ability to incorporate sustainable building methods and alternative energy sources into alternatives that strike a balance between client requirements, site conditions, and human considerations
- Able to create, carry out, and update professional and personal development plans to adapt to shifting employment requirements
- The ability to read, interpret, and modify documentation relevant to construction designs, such as working drawings that incorporate structural, electrical, and mechanical components.
- Knowledgeable when it comes to creating plans for the speedy and easy commissioning and operation of building systems
- The capacity to evaluate the practical applications of primary and secondary theoretical research on current and emerging building processes, tools, and materials.
- Utilizing strategies for estimating, accounting, and cost control

WORK EXPERIENCE

Cashier

June 2020 – August 2021

Burger King, Toronto ON

- Sanitized dining ware and kitchen equipment according to health code standards
- Made food according to standard recipes with requested changes for customer satisfaction
- Restocked supplies and prepared additional ingredients during downtime for expected busy periods
- Maintained clean, trash-free workspaces to maximize productivity and safety
- Resolved customer complaints independently or with aid of the supervisor
- Provided customers with information on specials and discount deals
- Assisted customers in placing an order by utilizing a POS system to complete transactions
- Assisted counter staff in packing ready orders and distributing them to customers

Sales Clerk
Marshalls, London ON

November 2019-June 2020

- Organized and attractively arranged new stock shelves to increase sales
- Increased store satisfaction rates, by helping customers find things quickly.
- Improved customer service by responding fast and using the right solutions for common issues
- Moved heavy things, collected payments, and bagged purchases to assist clients in completing their purchases
- Checked products against invoice documentation to keep track of a 2delivery, alerting the supervisor to any inconsistencies

VOLUNTEER EXPERIENCE

General Volunteer

June 2022

Dragon Boat Festival

- Exhibited a cheerful, entertaining demeanor to foster a welcoming environment for the guests
- Acted as the first point of contact for visiting clients and customers.
- Monitored seating areas and checked restrooms regularly to keep them spotless.
- Used strong interpersonal communication skills to convey information to others.

CERTIFICATIONS

- Counterbalance Forklift Operators Certificate May 2022
- Standard First Aid and CPR Certificate May 2021

DYLAN SEBASTIAN

819-555-5697 | dseba0013@algonquinlive.com

www.linkedin.com/in/yournamehere

EDUCATION

Civil Engineering Technician Advanced Diploma
Algonquin College, Ottawa ON

May 2022-Present

PROGRAM RELATED SKILLS

- Ability to work independently or as a team, constantly trying to find innovative ways collectively or alone to resolve issues and complete assigned tasks
- Experience leading groups of workers at assigned tasks, with large responsibilities
- Ability to communicate with co-workers, supervisors, and managers in a professional manner
- Educated on, and constantly learning, about the new and changed ministry of labor laws and regulations
- Familiar with navigating and using GIS program software and technology
- Experience operating AutoCAD software, as well able to read and interpret CAD drawings
- Experience using Dropbox to share files, such as building drawings, presentations, and other large content files

WORK EXPERIENCE

Warehouse Worker

Dec 2021-Present

Walmart, Brampton ON

- Clean and maintain the warehouse by OSHA safety regulations
- Load, unload, and move materials to and from storage and production areas
- Label and precisely moved client orders to meet shipping deadlines and reduce errors
- Use computers and handheld devices to record and monitor inventory levels and complete audits to find and correct inaccuracies
- Inspect work environments for cleanliness and obstructions, and removed cartons and boxes to keep them organized and risk-free
- Recognize safety problems and contacted the shift supervisor to discuss them and have them resolved quickly

Crossing Guard

Jan 2020- Nov 2021

Roads Are Safe, Brampton ON

- Instructed children to safely cross streets using crosswalks and watching traffic lights.
- Discouraged children from behaving unsafely near traffic to reduce injuries and accidents

- Used signs, hand signals, and flags to control car and foot traffic conditions. Interrupting traffic to allow students, parents, and other pedestrians to safely cross streets

VOLUNTEER EXPERIENCE

Greeter

July 2022

Hope Volleyball Summerfest, Ottawa ON

- Greeted both volleyball players and spectators
- Ensured everyone had the required wristbands
- Provided direction to attendees

CERTIFICATIONS & TRAINING

- First AID and CPR-C
- Working at Heights
- Electrical Hazards
- General Construction Safety Certification

EDUCATION

Construction Engineering Technician
Algonquin College, Ottawa, ON

- Selected courses: Residential Building/Estimating, Civil Estimating, Building Systems, AutoCAD I

PROGRAM RELATED SKILLS

- Create and implement strategies to support continuing professional development and learning in the field of construction engineering
- adhere to current legal and regulatory requirements for occupational health and safety standards and procedures
- Perform tasks by contractual requirements, applicable laws, regulations, bylaws, codes, and ethical norms for the profession of construction engineering
- Follow contract terms, industry norms, and environmental law requirements while implementing sustainability measures
- Help construction projects by collaborating with and facilitating communication among project stakeholders
- Create textual and graphical project-related documentation by gathering, processing, and interpreting technical data
- Participate in the gathering, analysis, and use of survey, geospatial, and planning information to carry out construction projects
- To help project design and construction, identify industry-specific electronic and digital technologies, and employ them

RELATED EXPERIENCE

Assistant

May 2019- Present

Building INC

- Working alongside a group of skilled workers, learning construction methods and basics
- Help with the construction of new build rental properties
- Got educated on the process of a house build, as well as the cliental side of finding tenants, and fulfilling landlord duties

WORK EXPERIENCE

Cashier/Cook

Sept 2021- Present

Pizza Hut

- Collaborating with others to ensure customer satisfaction while keeping the store clean and ready for lunch and dinner rushes.

- Answering phones and greeting customers to communicate reservations and cancellations to management.
- Extensive experience accepting credit, debit, cash, and other forms of payment from customers.
- Training in administration and execution of inventory accuracy of restaurant food and beverage products
- Handled customer complaints and provided a resolution

Customer Service Representative

Jan 2018-May 2021

Walmart

- Maintained customer satisfaction with innovative techniques that were centered on satisfying their needs and problems
- Answered customer telephone calls promptly to avoid on-hold wait times
- Ensured customer satisfaction through prompt and courteous processing of product returns
- Monitored the cash drawers at various checkout points and ensured there was enough money on hand
- Stayed up to date about changes in products and services
- Utilised in-depth product and service knowledge, to provide each customer with great customer care, and to foster great interactions

CERTIFICATIONS & TRAINING

- First AID and CPR-C
- WHIMIS
- Working at Heights
- Lockout Tagout
- Electrical Hazards
- General Construction Safety Certification

REFERENCES

Adam Menrow
 Manager, Walmart
 613-789-0987

AdamMenrow@Walmart.ca

Hadi Ali
613-680-6425 | Halii@algonquinlive.com

EDUCATION

Electrical Engineering Technician/Technology
April 2022
Algonquin College, Ottawa, ON

September 2020-

PROGRAM RELATED SKILLS

- Advanced knowledge of lab testing & troubleshooting equipment such Oscilloscopes, function generators, myDaqs, power supplies, and various other metering equipment. Understand and execute test procedure per SOP (Standard Operating Procedure);
- Writing and executing testing procedures, and reports and summarizing findings based on results
- Designing application-based circuits, encoding, decoding, operational amplifiers and digital filters.
- PLC logic design, integrating PLC systems with microcontrollers
- Simulating analog circuits using industry-standard software SPICE and Multisim.
- Firm knowledge of Computer Aided Design and Drafting (AutoCAD) and Computer Aided Engineering (Autodesk Inventor & SolidWorks)
- Hands-on experience with high voltage electrical machinery: Motors, transformers, alternators, synchronous machines & three-phase relays. Motor experience: AC, DC, universal, Perm. Magnet, Inverters for motor control and Pulse Width Modulators (PWM).
- Robotics design using PICAXE, PIC-based microcontrollers & ARDUINO ATmega328. Knowledge of various active and passive Sensors and sensor arrays.
- Basic familiarity with Field Gate Programmable Arrays (FPGAs), ASIC design, VHDL, Verilog, Spartan-6, and Xilinx
- PCB design using Autodesk EAGLE & Proteus.

ACADEMIC PROJECTS

Robotics Project

April 2021

- Developed an autonomous terrestrial robot for applications in manufacturing and production environments.
- Assembled and tested a small autonomous robot by soldering components on a PCB and by installing geared motors and programming two microcontrollers that communicate with each other

- Control robot motion, test drive systems, navigate through a maze, follow preset lines and avoid obstacles
- Personally, integrated Bluetooth technology with the PICAXE microcontroller for remote control

WORK EXPERIENCE

Home Hardware- Ottawa, ON

Sales Associate

Jan 2020- Oct 2022

- Welcomed customers and helped with product questions, selections, and purchases
- Maintained a clean sales floor and straightened and faced merchandise
- Organized store merchandise racks and displays to promote and maintain visually appealing environments
- Informed customers of current store promotions to encourage additional sales purchases
- Logged reports, expenses, receipts, and sales documents into a digital database

Lahey Gardening

Gardner

April 2019- June 2021

- Created flower beds and container gardens with help from residential clients
- Applied pesticides to lawns, edible fruits, and vegetables, and followed environmental laws and best practices
- Identified and eliminated harmful weeds and invasive species to improve the look of the garden and the ecosystem
- Cleared brush and rubbish from manicured areas in the fall and spring
- Skilled lawn care services, including mulching, aerating, and pruning around flower beds, walls, and walkways

VOLUNTEER EXPERIENCE

The National Association of Anorexia Nervosa
present

April 2016 –

- Raise awareness for Anorexia Nervosa on campus mainly by educating other students on the topic through tabling. Plan and organize events to raise money for the organization

REFERENCES

Clara Gibson

Supervisor, Ontario Cancer Foundation

613-819-4850

CGibson@OCFoundation.com

Amier Saeed
819-580-9087 | Asaed0012@algonquinlive.com

EDUCATION

Electrical Engineering Technology
Algonquin College, Ottawa, ON

September 2020- April 2022

- Major Courses:
 - Codes and Regulations
 - Power Electronics
 - Programmable Controllers
 - Building Electrical Systems with AutoCAD

PROGRAM RELATED SKILLS

- Capable of interpreting, creating, and creating other relevant papers and images for electrical and electronic drawings
- Knowledge of applying science and math principles, analysing and resolving common technical issues relating to electrical systems
- Utilize, check, and maintain instrumentation hardware and software
- Ability to assemble, test, modify, and maintain electrical circuits and equipment to meet needs and specifications
- Ability to install and troubleshoot static and rotating electrical machinery and related control systems
- Capable of checking if the functionality of electrical and electronic circuits, components, equipment, and systems is acceptable and using troubleshooting procedures
- Ability to assess, put together, and debug control systems under the guidance of a professional
- Able to assist in developing and executing quality assurance methods
- Create and keep records and systems of documentation
- Capable of executing work in compliance with pertinent laws, policies, rules, standards, and ethical guidelines
- Ability to configure installation and apply electrical cabling requirements as well as system grounding and bonding requirements for a variety of applications

WORK EXPERIENCE

Cashier/Sales Associate, Jason's Flooring
Ottawa, ON

Dec 2021- Present

- Maintain a welcoming environment and deliver exceptional customer service as shown by friendly interactions with clients

- Highly skilled in accepting credit, debit, cash, and other forms of payment from customers
- Address customer concerns regarding inventory and provided resolutions to ensure customer satisfaction
- Replenish store merchandise and arranged them to promote a visually appealing environment
- Use a consultative sales approach to understand customer needs and recommend relevant offerings
- Recommend, select, help, and locate out-of-stock products based on customer requests to generate a return

Customer Service/ Sales Associate, Footlocker

Ottawa, ON

May 2018- Dec 2019

- Described the store's pricing, promotions, and product attributes boosting customer satisfaction
- Facilitated the return of goods by providing product exchanges, store credit, or cash refunds
- Presented customers with tailored shoe options depending on their foot type, preferred style, and amount of activity
- Replenished store merchandise and arranged them to promote a visually appealing environment
- Handled cash and card transactions accurately to maintain the balance of the electronic register

VOLUNTEER EXPERIENCE

**Guest Greeter, Imperial Conferences
2016**

Sept 2015 – May

Ottawa, ON

- Cooperated with other volunteers to ensure rules and regulations were being observed by participants
- Led guests to their respective tables, and provided a schedule overview
- Completed hourly safety logs to ensure the safety of guests and staff/volunteers

REFERENCES

Adam Bailey
Manager, Footlocker
819-580-0987

Abail0034@algonquinlive.com

Yasmine Utterback
819-580-6434 | yutte0017@algonquinlive.com | [LinkedIn](#)

EDUCATION

Electrical Engineering Technology
Algonquin College, Ottawa, ON

September 2020- April 2022

- Deans Honour List: 4.00/4.00 GPA
- Major Courses:
 - Codes and Regulations
 - Essential Mathematics
 - Programmable Controllers

PROGRAM RELATED SKILLS

- Ability to Interpret and create other relevant papers and images for electrical and electronic drawings
- Applying science and math principles, analyze and resolve common technical issues relating to electrical systems
- Ability to Utilize, check, and maintain instrumentation hardware and software.
- Able to test, modify and maintain electrical circuits and equipment to meet needs and specifications
- Under the guidance of a certified individual, install and troubleshoot static and rotating electrical machinery and related control systems
- Capable of checking if the functionality of electrical and electronic circuits, components, equipment, and systems is acceptable and using troubleshooting procedures
- Ability to analyze, put together, and debug control systems under the guidance of a professional

WORK EXPERINCE

Baker, Independent Grocer
Ottawa, ON

May 2019-Present

- Ensuring the best products are supplied to customers by conducting quality control to eliminate faulty and contaminated baked items.
- Providing detailed product knowledge to customers ensuring a pleasant shopping experience
- Maintaining outstanding organization while preparing, mixing, and baking big batches of food

- Revising existing recipes to boost productivity throughout the whole baking team, revisions included ingredient organization and increasing amounts listed to coincide with larger batches
- Working in a team environment developing leadership and communication skills

Cashier/Sales Associate, Jason's Flooring
Ottawa, ON

Dec 2017- Nov 2018

- Maintained a welcoming environment and delivered exceptional customer service as shown by friendly interactions with clients
- Highly skilled in accepting credit, debit, cash, and other forms of payment from customers
- Addressed customer concerns regarding inventory and provided resolutions to ensure customer satisfaction
- Replenished store merchandise and arranged them to promote a visually appealing environment
- Used consultative sales approach to understand customer needs and recommend relevant offerings
- Recommended, selected, helped, and located out-of-stock products based on customer requests to generate a return

Sales Associate, LOWE'S
Ottawa, ON

Aug 2015-Feb 2017

- Acted as the first point of contact for all customer questions and concerns developing conflict-resolution skills
- Complete and process orders for products and supplies daily to maintain proper department operations
- Responsible for upholding and promoting safe working practices by laws rules, and standards of the industry
- Addressed customer inventory concerns and offered solutions to guarantee customer satisfaction
- Provide detailed product knowledge to customers developing a strong repeat client base

REFERENCES

Brian Riley
Manager, LOWE'S
613-425-0678
Brile@lowes.com

James Howes
613-715-0685 | jhowe0098@algonquinlive.com

EDUCATION

Energy Management
Algonquin College, Ottawa, ON

Sept 2021- April 2022

- Major Courses:
 - Energy Concepts
 - Alternative Energy Systems
 - Energy Assessment
 - Advanced Analytics and Modelling

PROGRAM RELATED SKILLS

- Ability to develop and implement an energy management strategy, and analyze the present energy profile of the firm
- Capable of tracking, comparing and benchmarking energy data in order to identify trends, establish baselines, and set goals
- Able to suggest the best energy solutions, by conducting energy evaluations
- Knowledge of providing technologies, solutions, and energy management alternatives
- Ability to create and deliver technical papers and ideas using precise terminology related to energy in a scientific way
- Able to Investigate and use energy analysis standards that are approved in the industry.
- Capable of managing the execution of energy projects to fulfill company objectives
- Utilize methods for measurement and verification to assess energy performance

ACADEMIC PROJECTS

Energy Management Project I

- A set of five experiments were conducted to understand the basic concepts of closed loop feedback control through simulation & experimentation using vehicle dynamics as an example and using Simulink as the modelling tool. The aim was to determine the relationship between speed error and controller gain through simulation

Energy Management Project II

- The experiment aimed to understand the basic concepts of load frequency control through simulation and experimenting using the model of an open cycle gas turbine (OCGT) generator as an example and using Simulink as the modeling tool. Data is recorded in an excel file to plot the Speed Variance and Power Output (in MW) steady for different values of the state load/frequency expected of the gas turbine. The dynamic response of the OCGT was explored for different settings of the governor speed controller (P, PD, PID)

WORK EXPERIENCE

Team Member

May 2020-

Present

Pizza Hut

- Working together with others to maintain customer happiness while keeping the store tidy and prepared for a busy hour at lunch and evening
- Greeting callers and taking messages to inform management of reservations and cancellations
- Vast experience receiving payments from customers using credit, debit, cash, and other methods
- Training in administration and execution of inventory accuracy of restaurant food and beverage products
- Addressed client grievances and offered a solution
- Manage front-of-house operations to ensure the comfort and safety of customers and staff members

VOLUNTEER EXPERIENCE

City of Ottawa

June 2018-

Aug 2018

Junior Lifeguard

- Learned and maintained proficiency in first responder skills such as First Aid and CPR to offer individuals in distress optimal support
- Monitored the safety of guests in and around the swimming pool
- Maximized customer satisfaction by greeting pool patrons with courtesy and resolving issues promptly
- Checked water readings regularly to keep chemicals at safe levels and avoid potential illnesses among patrons

CERTIFICATIONS

- First Aid & CPR
- Leadership and Management Certification
- WHIMIS Training

REFERENCES

Christopher Penfold

Manager, Pizza Hut

613-540-0987

ChristopherPenfold@PizzaHut.com

SALMA BLAIR

Phone: (222) 999 - 6666
salma.blair@algqonquinlive.com

Education

Algonquin College

[Horticultural Industries program](#) (diploma)

September 2020 – April 2022

Relevant Skills

- ❖ Knowledge of plants and their Latin names
- ❖ Capable of working with gardening tools
- ❖ Knowledge of proper equipment use
- ❖ Work well in hot and cold conditions for 10+ hours
- ❖ Able to work in a fast-paced environment/multitask
- ❖ Able to work the cash register/POS system
- ❖ Good customer service and retail experience
- ❖ Great problem solver
- ❖ Bilingual

Work Experience

Cashier
Simons

September 2022 - Present

- Greeted customers in a friendly matter and informed them about sales and promotions
- Placed orders through Canada Post and Purolator
- Worked the cash and made sure the tills were balanced at the end of the day
- Answered and made important calls to customers, other store employees, and head office
- Guided customers to the fitting room and helped with sales

General Labourer

December 2021 – August 2022

M&R Grass

- Worked on the production line and palletized
- Followed mandatory GMPs in the workplace (washed hands, sanitized, avoided cross-contamination)
- Trained new employees on the production line
- Assisted Team Lead with various responsibilities to the best of my ability
- Helped repair the line if broken, roll changes (bending, lifting 50+ pounds, crouching down in tight spaces while the line is still running)
- Demonstrated good team effort and leadership

Cashier and Garden Center Staff

June 2018 – August 2019

Canadian Tire

- Greeted and served customers in a friendly matter
- Bagged groceries, worked the cash, pushed carts
- Cared for the plants in the garden center (watered regularly, trimmed, kept healthy)
- Helped customers with any questions regarding plants and gardening
- Assisted customers to their car if needed (for heavy purchases like soil, etc.,)

General Labourer

Grassy Meadows Landscapes

June 2016 – October 2017

- Designed flower beds and gardens
- Trimmed hedges, pulled trees, and shrubs (if needed)
- Performed general maintenance of areas (weeded, mowed grass, kept the gardens tidy and aesthetically pleasing)
- Properly used equipment and machinery tailored to the job (zero-turn mowers, hedge trimmers, weed whackers, etc.,)

Certifications

- WHIMIS
- First Aid
- OHSA

- Working at heights
- G2 License

References

Grassy Meadows Landscapes

Roger Lalonde, Manager
 (222) 369 - 4567
 Grassym@hotmail.com

Canadian Tire

Sylvie Deshaneau, Team Lead
 (222) 987 - 5621
 S.deshaneau@canadiantire.ca

Dawn

S
t
e
w
a
r
t

PHONE: 666-999-9547 | EMAIL: stew0016@algonquinlive.com

EDUCATION

Horticultural Industries Diploma Program

Algonquin College – Ottawa, ON

Sept 2020 - Present

Tourism and Travel Diploma Program

Algonquin College – Ottawa, ON

Sept 2018 – Aug 2020

PROGRAM-RELATED SKILLS

- Skilled using various industry-required tools and heavy machinery, including a push mower, string trimmer, stone saw rototiller, aerator, etc.
- Knowledge of plant care including soil requirements, watering, fertilizing, pest control, etc.
- Knowledge of crop harvesting practices, companion planting, and experience installing raised beds
- Fall Prevention training completed Plant identification knowledge; including common and Botanical names Experienced in performing general landscape maintenance duties including weeding, removing annuals, planting bulbs, lawn care, cutting back perennials, etc.

- Experienced in performing general hardscape duties including excavating, sodding, laying interlock, cutting interlock pavers, etc.
- Job Safety and WHMIS certified
- First Aid certified
- OHS certified

WORK EXPERIENCE

Starbucks – Ottawa, ON

Apr. 2020 – Present

Barista

- Responsible for ensuring customer satisfaction in a fast-paced, high-customer-volume environment
- Communicate effectively with a small team to fulfill all customer orders and requests
- Adhering to safe food handling practices while preparing food and beverage orders
- Cash handling, maintaining a clean work environment, delivering exceptional customer service

Moco Loco Coffeehouse – Ottawa, ON
2019 – Apr. 2020

May

Coffeehouse Manager

- Demonstrated excellent leadership skills; actively motivated and lead the team to success while maintaining a positive, cohesive work environment
- Controlled store costs effectively, including inventory, purchases, labor, waste, and maintenance
- Held accountable for exhibiting the highest level of customer service, cleanliness, and operational expectations
- Responsible for all hiring, training, coaching, and progressive disciplining when necessary

Barrhaven Travel Agency – Ottawa, ON
– May 2019

Oct. 2018

Travel Counsellor

- Assisted business travelers with amendments to their travel reservations
- Consulted with airlines to meet customers' various travel needs
- Advocated for clients when issues or complaints would arise with airlines/hotels, etc. • Made travel recommendations when appropriate

Lord Elgin Hotel – Ottawa, ON
– Oct. 2018

Aug. 2017

Guest Service Agent/Night Auditor

- Registered arriving guests and processed departures in a friendly, accurate manner
- Advised visiting guests about local attractions ensuring a positive visiting experience
- Handled guest complaints, promptly rectified any guest issues ensuring guest satisfaction
- Handled cash effectively

Disney World Resort – Orlando, FL, USA
– Dec. 2016

Dec. 2015

Attractions Host – Canada Pavilion, Epcot

- Hosted the O' Canada CircleVision 360° Attraction at the Canada Pavilion in Epcot
- Introduced the attraction to large groups and educated guests on Canada and its culture while adhering to the Disney Service Basics
- Monitored guest safety while in the attraction
- Reported any technical malfunctions or issues to the supervisor on duty, performed basic troubleshooting when necessary

REFERENCES

- Shawna Savoy Coffeehouse Manager
Starbucks Roasters
222-698-7896
Shawnas@starbu
cks.ca

- Guy Lee
Front Desk Manager
Lord Elgin
654-987-3215

James Rodriguez

Jrodr0099@algonquinlive.com | 819-580-0099

EDUCATION

Powerline Technician, Algonquin College Sept 2022- April 2024
Ottawa, Ontario

- Deans Honor List: 3.97/4.00
- Major courses:
 - Computer Applications- Electrical
 - Codes and Regulations
 - Alternating Current Circuits

Film Studies, Carleton University Sept 2017- April 2021
Ottawa, Ontario

PROGRAM – RELATED SKILLS

- Analyze, translate, and create electrical drawings and other pertinent documentation and images to effectively and accurately communicate information
- Applying the principles of math and science, analyze and resolve common technical issues linked to electrical technology and power distribution
- Instrumentation and test equipment should be calibrated, used, and maintained
- Use a variety of troubleshooting methods and established procedures to find issues with overhead and subterranean powerline equipment and systems
- By adhering to established protocols, design and draw powerlines and subterranean distribution systems
- Utilize personal protection equipment, such as rigging and construction techniques, and follow proper safety measures for both you and others
- Participate in the creation and upkeep of records and documentation systems, as well as the planning of tasks and projects

WORK EXPERIENCE

Grocery Store Clerk, Your Independent Grocer August 2021-
Present
Ottawa, Ontario

- First point of contact for customer questions and concerns developing conflict resolution and communication skills
- Cleaned shelves and restocked with new inventory when product stock ran low
- Followed company guidelines for cleaning and sanitizing work surfaces and equipment

- Managed cash register using a POS system, and processed sales and returns
- Maintained and organized store displays to enhance product visibility and expedite product location activities
- Reviewed tags on product shelves and made requested pricing changes

Sales Associate, The Source
Ottawa, Ontario

June 2020- May 2021

- Resolved issues and complaints for clients both in person and over the phone
- Efficiently interacted with customers to retain their happiness and loyalty
- Assisted customers during the decision process and guided them in selecting the ideal products to suit their unique demands
- Kept up with current offers, exchange rules, payment procedures, and security procedures

Pastry Chef, Your Independent Grocer
August 2019
Ottawa, Ontario

July 2017-

- Weighed, combined, and prepared raw ingredients by the company's guidelines and formulas
- supervised the creation of pastries for catering, pick-up orders, and in-store patrons
- Enhanced special menu items by developing business offers
- Trained new hires on policies, processes, and performance management techniques
- Negotiated prices for the best ingredients for recipes with suppliers

CERTIFICATIONS

- | | |
|---|----------|
| • Working at Heights Certification | Oct 2022 |
| • Workplace Hazardous Materials Information System (WHIMIS) | May 2022 |
| • CPR/First Aid Certification | Dec 2017 |

REFERENCES

Varmit Singh
Bell Canada, Manager
819-679-0980
Vsing@BellCanada.ca

Josh Allderway
The Source, Manager
343-715-9878

EDUCATION

Powerline Technician, Algonquin College
Ottawa, Ontario

Sept 2022- April 2024

- Major Courses:
 - Rigging Theory and Practice
 - Line Work 1
 - Electrical Machinery for Powerline Technicians
 - Environmental Impact of Technology

PROGRAM – RELATED SKILLS

- Analyze, translate, and create electrical drawings and other pertinent documentation and images effectively and accurately communicate information.
- Applying the principles of math and science, analyze and resolve common technical issues linked to electrical technology and power distribution.
- Use a variety of troubleshooting methods and established procedures to find issues with overhead and subterranean powerline equipment and systems.
- Ability to adhere to established protocols, design and draw powerlines, and subterranean distribution systems.
- Utilize personal protection equipment, such as rigging and construction techniques, and follow proper safety measures for both you and others.
- Participate in the creation and upkeep of records and documentation systems, as well as the planning of tasks and projects.

WORK EXPERIENCE

Sales Associate

The Brick, Ottawa, ON

- Research furniture materials and suggest pieces to clients based on budget and want
- Communicate with clients to find and design layouts best suited for client needs and location
- Follow up with clients after installation and delivery to gauge customer satisfaction
- Working within budgetary constraints to advise quality and design of furniture in houses, apartments, and mobile homes

- Use blueprints to best design furniture layouts for homes and apartments, presenting these layouts to clients for review and approval
- Answer customer questions about products and services, help locate merchandise, and promoted key items

Grocery Clerk

Jan 2020- May 2021

Loblaws, Ottawa, ON

- Assisted customers by finding items quickly to boost store satisfaction rates.
- Used pallet jacks and hand trucks to move merchandise to the sales floor for stocking.
- Rotated grocery products ensuring that expired or spoiled items were immediately removed and adhered to the “first in, first out” rule.
- Stayed current on available products, store promotions, and customer service policies to better serve shoppers.
- Inspected floor displays, noted missing items, and immediately replenished merchandise.
- Helped customers complete purchases by moving heavy items, collecting payments, and bagging purchases.
- Recommended products to customers to drive sales

CERTIFICATIONS & TRAINING

- Ontario Lineman Training
- Working at Heights
- WHIMIS Training
- CPR and First-Aid Certification/Training

REFERENCES

Janice Orchid
 Manager, The Brick
 W: 613-098-0987
 C:613-715-5687

Bill Delude
 Manager, Loblaws
 613-869-0934