

RAVJOT SANDHU
3246 Morning Star Drive
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rav.sandhu@live.com - [REDACTED]

A goal-oriented individual with strong professional work ethic with BAA in the field of Criminal Justice. Possesses strong analytical/critical thinking skills. Proficient in Microsoft Word, Excel and PowerPoint. Able to maintain high degree of honesty and integrity, with the ability to work well under stress. Valued by my supervisors and co-workers for being very interactive, co-operative, social personality, self-reliant, dependable, and determined to learn new things. Fully Licensed G Driver with a clean driving record. Ability to understand read and talk in beginner level of French, fluent in Punjabi, Hindi and Urdu. Able to handle a variety of different situations when dealing with the consumer population. Able to communicate effectively with a variety of people. Able to work as a member of a team of professionals and as an individual. Holder of Transport Canada Clearance.

WORK EXPERIENCE

Youth Worker (Open Custody/Detention Home)

Gifford Homes - Toronto, ON - April 2015 to Present

- Provided basic daily care of residents, including health care and safety.
- Kept continued surveillance on youth to ensure all house rules are followed while maintaining safety of other residents and employees.
- Behaviour management of residents through cognitive-behavioural methods, modeling, positive reinforcement, utilizing therapeutic relationship and education.
- Group work and individualized case management planning.
- Worked cooperatively as part of a team and took leadership in tasks when needed.

Passenger Handling Agent

Swiss-port Inc - Toronto, ON - October 2014 to March 2015

- Checked passenger tickets, passports and other documents at the ticket or gate counter, using airline computer equipment.
- Provided luggage labels and checked passenger's baggage according to airline specifications. Ensured that luggage does not exceed a certain size, number or weight, and processes additional charges when necessary.
- Helped passengers select their plane seats.
- Offered assistance to passengers using electronic kiosks to check in.
- Boarded plane, ensured the correct passenger with correct documents were boarding the plane. Used intercom systems to announce when planes are ready to board and which passengers in the gate area can board a plane at specific times according to seating class and row

Customer Service Representative

Wal-Mart Canada - Brampton, ON - October 2009 to October 2014

- Provided exceptional customer service while working in a fast pace environment; attended to customer's needs, cashed out customers, handled returns.