

Mohamed Lansana Djabate

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PERSONAL PROFILE

- Reliable, honest, and disciplined individual with experience working in a variety of environments and with people from different background.
- Advanced level with Microsoft office Word, Outlook, PowerPoint, internet browsing and 50 words/minute keyboard typing speed.
- Demonstrated ability to build solid relationships with good communication skills in both English and French; basic Arabic as well as four other West African languages.
- Capable of handling strategic planning and execution, able to perform well in team-oriented settings with minimum or no supervision.
- Confidante with great listening skills, approachable demeanor and strong sales expertise.
- Comfortable with administration systems S.A.P, Nova, workspace (Airbnb)
Zen desk, (Fossil) familiar with OnQ (Hilton Worldwide).
- Safety-oriented individual focused on enhancing working techniques to prevent hazards, and able to follow instructions timely and precisely with proven ability to work at fast pace.
- Physically fit, able to stand or sit for a period of time. Good eye-hand coordination, and able to quickly adapt to changing situations and work any shifts including.
- Possesses valid security guard license, Manitoba Class 5 driver's license (*comfortable with manual transmission vehicle*), as well as Criminal Record Check and Child Abuse Registry.

EDUCATION & TRAINING

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| ➤ BACHELOR DEGREE SOCIOLOGY | SEPTEMBER 2017- PRESENT |
| University of Manitoba | Winnipeg Mb |
| ➤ A.M. A (ACCESSIBILITY FOR MANITOBIAN ACTS.) | OCTOBER 2017 |
| ➤ LEGAL INTERPRETING COURSE | SEPTEMBER-PRESENT |
| ➤ INTERPRETING TRAINING | APRIL 2017 |
| ➤ NONVIOLENCE CRISIS INTERVENTION | FEBRUARY 2017 |
| ➤ CPR & FIRST AID TRAINING | JANUARY 2017 |
| ➤ ENGLISH FOR ACADEMIC WRITING | JUNE 2016 -PRESENT |
| University of Winnipeg | Winnipeg, Manitoba |
| ➤ SECURITY GUARD TRAINING | APRIL 2016 |
| Commissionaires Manitoba | Winnipeg, Manitoba |
| ➤ ENGLISH FOR SPECIFIC PURPOSES AND EMPLOYMENT | JUNE-SEPTEMBER 2015 |
| Red River College Language Training Center | Winnipeg, Manitoba |
| ➤ BACHELOR OF ARTS IN INTERNATIONAL RELATION (<i>in French</i>) | SEPTEMBER 2010 – JUNE 2014 |
| University General Lansana Conte. | CONAKRY, GUINEA |

RELATED ONLINE TRAINING

SECURITY & / RECEPTION: Bag Search & pat down, Crowd Control, Workplace Respect, WHMIS Training, High-Rise Security, Customer Service, Diversity Awareness Slips Trips and Fall, Active Shooter, Bomb Threats, Dealing with People with Mental Illness, Investigation and Crime Scene Protection, Supervision, Driving for the condition.

HOSPITALITY & CUSTOMER SERVICE: Human Trafficking Prevention Training, General Data Protection Regulation, Anti-Money Laundering Compliance Training, Economic & Trade Sanctions, Anti-Bias and Nondiscrimination Training, Payments Compliance, Anti-Money Laundering & Terrorist Financing, Review Disputes and Removal Requests.

RECENT EMPLOYMENT HISTORY

BILINGUAL CUSTOMER SERVICE

JUNE 15 - PRESENT

24-7INTOUCH

WINNIPEG MANITOBA

- Assists customer through phone call, text message email and/or chat medium
- Answers incoming customer calls about diverse issues, including but not limited to billing, products problems, service questions and general clients concerns.
- Mediate between host and guest prior, during and after a reservation.
- Maintains a high level of professionalism with clients and working to establish a positive rapport with callers.
- Updates customer information in a database during and after each interaction.
- Work closely with the management team to stay up to date on product knowledge and be informed of any changes in company policies.
- Impact the company's bottom line by problem solving and turning frustrated clients into repeat customers.

HIGH PROFILE SECURITY OFFICER &/ RECEPTIONIST

SEPTEMBER 2016- JUNE 2018

MANITOBA HYDRO PLACE (360 Portage Ave)

WINNIPEG MANITOBA

- Station at the building main reception desk monitor cameras, radio channels, and multiples lines phones.
- Provide company information over the phone, email, in persons
- Respond phone calls; report any absenteeism to the manager of the appropriate department.
- Patrol both interior and exterior of the building on a regular basis as well as the parked.
- Regularly take Key log inventory, taxi slip, and van inspection.
- Supervise overnight event guards. Occasionally provided first aid (if needed) following the emergency procedures and fill out forms.
- Managed access control throughout intercom and alarm equipped turnstile; and the building lights after hours through a computerized system.
- Provided visitor, contractor and temporary access fob to the facility; also disable access fobs if not returned on time.
- Received, date, sign and stamp deliveries as well as Cash escort.

RECEPTIONIST & SHUTTLE DRIVER

MAY- 2018 – PRESENT

HILTON HOTEL

Winnipeg Airport

- Warmly welcome guests as they arrived, drive them to the airport and or to the hotel.
- Make great impression on travelers, serve as ambassador and provide an excellent customer service to and exhibit hotel features through a short presentation while driving.
- Provide guests with information, answer their queries (taxi, movie, concert ticket city information etc....) and deal with complaints.
- Constantly checked on guest mostly children without supervision in public areas (poll, lobby and restaurant); to prevent abuse drawn or harm. Also assist guests upon request to adjust television, air condition etc.
- Frequently drive around the building parking lot for unauthorized personnel to prevent theft and vandalism.

VOLUNTEER EXPERIENCE & COMMUNITY INVOLVEMENT

Agency Liaison Officer

United way of Winnipeg

Human Resources/Administrative assistant

Paladin Security

Translator/ Interpreter

Immigrant Center, IRCOM & Seed Winnipeg

Warehouse worker

Christmas Cheer Boar

Chef en plein air & Food bank worker

Accueil francophone Winnipeg, Manitoba

Setup crew

Entry program Winnipeg, Manitoba

REFERENCE AVAILABLE UPON REQUEST