

# MARK OMURULI

30 Hillpath Crescent, Brampton, ON L6Z 4T9

416 707 3847 | [me.omuruli@outlook.com](mailto:me.omuruli@outlook.com)

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## Plumbing Apprenticeship

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### **SUMMARY**

- 5 years of direct Customer Service Experience
- Obtained a certificate in Plumbing Techniques
- Own and knowledgeable in use of basic plumbing tools
- Proficient reader and writer in both English and Swahili
- Knowledge in Accessibility for Ontarians with Disabilities Act
- Proven exemplary customer service, communication and interpersonal skills
- Experienced user in Microsoft Office Suite (Word, Excel and Outlook)
- Knowledge of Ontario Occupational Health and Safety Act and trained in WHMIS protocols and procedures
- Certified in First Aid and CPR

### **EDUCATION**

|                                                                          |      |
|--------------------------------------------------------------------------|------|
| <b>Mechanical Techniques - Plumbing</b>   Sheridan College               | 2018 |
| <b>High School Equivalent</b>   Kenya Certificate of Secondary Education | 2011 |

### **RELEVANT SKILLS**

#### **Plumbing**

- Knowledge of pumps and re-pipes within commercial and residential sites
- Possess a good understanding of building materials, their application and manipulation
- Can read, draw and interpret plans for plumbing systems
- Knowledge on how to use hand tools as well as machines, to measure, cut, thread and bend pipe.
- Understand the Ontario building code
- Able to perform calculations for specific and unique plumbing pipe configurations
- Able to test piping for leaks

#### **Customer Service**

- Providing customers with cheerful and timely service while at the deli counter
- Completing orders accurately and on time
- Giving shoppers satisfactory answers to general inquiries

- Providing precise assistance for guests when guiding them to their seats before events
- Continuous daily activity reporting, satisfactory for a concise flow of information throughout the team, supervisors and employers

## **Safety**

- Directing traffic during breaks and after events are finished
- Working with other departments to maintain general safety conducive with an environment for enjoying various events
- Proactive site surveillance ensuring the safety of all patrons and site property
- Operating production machinery and ensuring that parts were made on time and to industry standards

## **WORK EXPERIENCE**

|                                           |                                 |            |
|-------------------------------------------|---------------------------------|------------|
| <b>Machine Operator</b><br>Present        | Faurecia Emissions Control Tech | 05/2017 to |
| <b>Security Officer</b><br>09/2017        | Paladin Security                | 06/2015 to |
| <b>Event Usher</b><br>04/2016             | Maple Sports and Entertainment  | 05/2015 to |
| <b>Deli Services Attendant</b><br>09/2012 | Sobeys Inc.                     | 02/2012 to |

## **ACTIVITIES**

- Member of UOIT Math club
- Rugby and Soccer player both competitively and recreationally

## **References Available Upon Request**

2 years of less than 2 years Specific Skill: Basic plumbing system components and pipe fitting. Measure and fit pipe and bend pipe to required shape and size. Read blueprints, drawing and specifications to determine layout of plumbing system. Weld supply and waste and drainage systems. Install, troubleshoot and maintain domestic, commercial or industrial plumbing fixtures and systems. Locate and mark position for pipe connections, set pipe holes and fixtures in walls and floors. Cut opening in walls and floors to accommodate pipe and pipe fittings. Join pipes using couplings, clamps, screws, bolts, cement or soldering, brazing and welding equipment. Test pipes for leaks using air and water pressure gauges. Work Setting Residential, Commercial, Security and Safety Bondable, Criminal record check, Own Tools/Equipment/Tools: Standard safety boots, hard hat, transportation and information, own transportation, own vehicle, valid driver's license, Work Conditions and Physical Capabilities: Work under pressure, Physically demanding, Hand-eye coordination, Reading, drawing, traveling, Work Location Information: Various locations, Pals and Siblings, Effective interpersonal skills, Accurate, Team player, Excellent oral communication, Client focus, Judgment