

DALBEER NAGI

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OBJECTIVE

Motivated and hands-on aspiring electrician seeking an Electrical Apprenticeship position to apply my pre-apprenticeship training and practical experience in electrical maintenance and construction. Known for strong attention to detail, a commitment to safety and quality, and a dependable work ethic. Equipped with my own set of tools and BZ license with a clean driving record, ensuring punctuality and efficient commuting to job sites.

KEY SKILLS

- Proficient in installing and wiring electrical systems (outlets, switches, lighting) with attention to safety and code compliance.
- Knowledgeable in applying Canadian Electrical Code (CEC) standards for installation, repairs, and inspections.
- Skilled in using electrical tools (multimeters, wire strippers, drills, fish tapes, and conduit benders).
- Strong diagnostic abilities, identifying and addressing electrical issues to maintain safe operation.
- Excellent communication and time management skills, with a focus on quality, safety, and reliability.

EDUCATION

Diploma, Construction and Maintenance Electrician Pre-Apprenticeship | December 2024

Skilled Trades College of Canada, Cambridge ON

- Designed and implemented wiring systems for lighting and outlets in a residential project, applying safety standards and CEC regulations to ensure proper installation.
- Tested electrical systems using multimeters to check for proper voltage, current, and continuity, ensuring all connections were working safely.
- Developed skills in reading and interpreting electrical blueprints to plan and install wiring layouts for various electrical systems.

Post-Graduation Diploma, Human Resources Management | December 2018

Post-Graduation Diploma, Global Business Management | April 2018

Conestoga College, Kitchener ON

CERTIFICATIONS

- WHMIS
- Basic First Aid / CPR
- Working at Heights
- Lockout/Tagout

PROFESSIONAL EXPERIENCE

Citizen Service Representative

Jan 2023-Nov 2024

Region of Waterloo, Waterloo ON

- Addressed and resolved a variety of community issues, such as road repairs, subsidized housing maintenance, and waste management, resulting in quicker resolutions and enhanced service delivery for residents.
- Coordinated 24/7 emergency dispatches, ensuring that critical issues like traffic light malfunctions were fixed within an average of 45 minutes, minimizing disruption for local drivers in the region.
- Assisted in income support inquiries, helping clients access necessary services and contributing to improved customer confidence in the municipality's support programs.

School Bus Driver

Oct 2021-Dec 2022

Sharp Bus Lines Inc., Kitchener ON

- Ensured the safe and timely transport of students, maintaining a clean driving record and zero accidents, contributing to the company's strong safety reputation.
- Managed daily routes efficiently, optimizing schedules to ensure reliable service for students and their families.
- Performed routine vehicle inspections and minor maintenance tasks, preventing mechanical issues and ensuring the bus remained in top condition for safe operation.

Shift Supervisor

Oct 2021-Mar 2022

Allied Universal Inc., Waterloo ON

- Responded to incidents, accidents, and medical emergencies, liaising with local police when required.
- Supervised and trained security personnel, conducting evaluations and leading weekly briefings.
- Managed and secured access controls, ensuring the prevention of unauthorized entry.

Customer Solutions Consultant

Feb 2020-Mar 2021

Rogers Communications, Kitchener, ON

- Delivered exceptional customer service by resolving complex billing, service, and hardware inquiries, significantly improving customer satisfaction and loyalty.
- Trained new representatives, enhancing team performance and customer satisfaction metrics.
- Achieved 100% satisfaction and was recognized as a Top Sales Performer for six consecutive months.

Customer Service Support

Oct 2019-Feb 2020

Majorel, Waterloo, ON

- Assisted Converse customers via live chat, managing 4 chats simultaneously.
- Addressed inquiries on refunds, account memberships, package issues, and provided excellent customer service.
- Guided customers through their accounts, adding/removing products and teaching them how to make changes on their user accounts.