

# SIMMI DUGGAL

*Childcare Assistant*

## PROFESSIONAL SUMMARY

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Childcare Assistant with a solid foundation in leadership and problem-solving, supported by strong skills in teamwork, communication, and safety compliance. With experience in customer-focused roles, excels at maintaining efficiency and enhancing client satisfaction through proactive strategies. Dispatcher with a strong foundation in leadership and problem-solving, complemented by skills in teamwork, safety compliance, and communication.

## EMPLOYMENT HISTORY

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### DISPATCHER

*Concord Parking*

Mar 2024 - Present

*Vancouver, Canada*

### CURBSIDE AMBASSADOR

*Concord Parking*

Jul 2022 - Present

*Vancouver, Canada*

- Offered advice and assistance to customers, paying attention to special needs or wants
- Responded to customer requests, offering excellent support and tailored recommendations to address needs
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns

### CASHIER

*No Frills*

Mar 2022 - Jul 2022

*Surrey, Canada*

- Processed refunds and exchanges in accordance with company policy
- Kept cash wrap stocked, products faced and shelving free of misplaced items or trash
- Prevented loss by vigilantly monitoring potential theft or fraud situations instore
- Helped customers navigate applications and in-store technology to deliver best-in-class experiences

### CHILDCARE ASSISTANT

*Pacific Rim*

*BC, Canada*

- ♣ Assisted in daily childcare activities at Pacific Rim, ensuring a safe and nurturing environment for children. Developed engaging educational activities and fostered positive relationships with families.

## EDUCATION

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### CHILDCARE ASSISTANT, EARLY CHILDHOOD ASSISTANT

*Pacific Rim Institute*

*BC, Canada*

### ASSOCIATES OF ARTS

*Kwantlen Polytechnic University*

Jan 2022 - Jan 2024

*BC, Canada*

## SKILLS

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Communications, Customer Experience, Child Development, Radio Dispatch, Record Keeping, Data Entry, Childcare, Safety Compliance, Teamwork, Problem-Solving, Time Management, Leadership, Decision-Making.

## ADDITIONAL INFORMATION

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### CERTIFICATIONS

- Basic Security License
- First Aid License
- Early Childcare Assistant
- Traffic Control Person
- BC Driver License

### VOLUNTEER WORK

- Supervised children and redirected inappropriate behavior

- Helped serve and supervise children during meal times
- Supported children's emotional well-being by providing comfort, reassurance, and encouragement