

SUSY M. BORKHATARIA

25 Baleberry Cres, East Gwillimbury ON, L9N 0P2

Cell: (647) 628-7469 email: susy_santos07@hotmail.ca

SUMMARY

I have over 15 years of experience in the security/safety industry. I am a self-motivated individual and challenge myself to strive for excellence. I have completed several emergency management programs, and possess the knowledge and skill sets to develop and implement security, fire, life safety, and emergency management training programs. I have experience in preparing emergency response plans and training exercises in collaboration with community stakeholders. I am a team player who strives to maintain a positive workplace, and work well in a fast-paced rapidly changing environment.

CAREER HISTORY & ACCOMPLISHMENTS

Assistant Security Manager, Metro Toronto Convention Centre (2018 – current)

Current duties and responsibilities

- Responsible for securing over 2 million square feet that hosts over 500 events a year, which includes the Auto Show, Fan Expo, Gourmet Food & Wine, Microsoft, etc.
- Oversee the day-to-day operation with events and with the building operation which include training, evaluating staff performance, discipline, motivate and mentoring.
- Duties such as scheduling, payroll, time off requests, approve 3rd party security schedules, create security plans.
- Liaise with policing agencies, which include Toronto Police, RCMP, OPP and Secret Service.
- Assist with periodic training exercises relating to the emergency response procedures
- Participate in Collective Bargaining Negotiations.
- Assist in the implementation of security systems and software Ccure9000, Avigilon, Perspective.
- Oversee key control operations for the facility.
- Attend client post and pre con meetings.
- Ensure effective management of incidents and maintain accurate records and reporting procedures through Resolver Software (IMS)
- Establish relationships with the community and industry peers.
- Ensure all Acts and Legislations are being enforced such as Private Security and Investigative Services Act, Freedom of Information and Protection of Privacy Act, Occupational Health and Safety Act, Accessibility for Ontarians with Disabilities Act.

Security Officer/Acting Team Leader, Metro Toronto Convention Centre (2014 – 2018)

Current duties and responsibilities

- Provide professional and courteous service to major-event organizers and guests to ensure compliance with MTCC's building security and, fire and public safety procedures.
 - Conduct Risk/Threat assessments for high profile guests, i.e. Dignitaries, MPs, celebrities, VIPs, etc. and provide security escorts to deter threats or to enable a safe exit from premises.
 - Enforce Trespass to Property Act, Liquor License Act, and Criminal Code of Canada.
 - Respond to medical calls on the premises, assess urgency whether to administer First Aid or to request ambulatory services.
 - Respond to and investigate complaints of property damage, theft, unauthorized access and suspicious persons/vehicles on/around the premises.
 - Collect, analyze and review information for preparing daily incident reports to Sr. Management.
 - Liaise with various government and private agencies during major events i.e. Toronto Police, OPP, RCMP, Fire, Paramedics, contracted event security companies, etc.
 - Operate CCURE, Perspective programs, monitoring and operating CCTV cameras and daily recording systems.
-

SUSY M. BORKHATARIA

25 Baleberry Cres, East Gwillimbury ON, L9N 0P2

Cell: (647) 628-7469 email: susy_santos07@hotmail.ca

- As Team Leader, ensure teams are informed of duties/responsibilities during shift, monitor and assess team's abilities to respond to and handle various situations, and ensure timely completion of reports, review and provide feedback on any performance issues by following Management guidelines.

Security Officer/Team Leader, Maple Lodge Farms (2007 - 2014)

Duties and responsibilities:

- Plan, develop and implement Fire and Life Safety programs for employees/security personnel.
 - Supervise and monitor the training of new security officers and staff and help develop learning plans on any performance issues.
 - Pre- Screen incoming resumes for security officer positions, and conduct initial interviews for best candidate.
 - Provide security and enforcement by conducting roving and foot patrols of buildings, private lands and roadways; issue parking infraction tickets, and enforce the Trespass to Property Act.
 - Respond to and investigate complaints of property damage, theft, unauthorized access and suspicious persons/vehicles on company premises.
 - Compile, review and prepare daily incident reports to Sr. Management for situational awareness, medical emergencies, or for enforcement action to local authorities.
 - Coordinate and organize audits of fire response and monitoring practices to ensure compliance with Provincial Standards and Statutes.
 - Provide escort and monitor authorized contractors access to premises to maintain security and ensure compliance with Health and Safety Regulations.
 - Standing member of the Occupational Health & Safety and Risk Management Committees.
-

SUSY M. BORKHATARIA

25 Baleberry Cres, East Gwillimbury ON, L9N 0P2

Cell: (647) 628-7469 email: susy_santos07@hotmail.ca

EDUCATION

Niagara College (Jan 2013 – April 2014)

Occupational Health and Safety Certificate in

- Environmental Management
- Industrial Hygiene
- Fire Protection
- Ergonomics
- Legislation for Occupational Health and Safety
- Occupational Health and Safety
- Management Labour Concerns in Occupational Health and Safety

George Brown College (Jan 2009 – Mar 2013)

Emergency Management Certificate in

- Basic Emergency Management
- Prevention, Mitigation, Preparedness, Response and Recovery
- Hazards and Risk Assessment
- Terrorism
- Crisis Communication and Information Management
- Disaster Recovery Behavior and Mental Health
- Basic Incident Managements Systems Levels 100 & 200

Emergency Exercise and Design Certificate

- Exercise Levels 1,2 and 3

Pandemic Planning Certificate

Advance Risk Communication Certificate

CTIO-Counter Terrorism Information Officer Certificate (RCMP/George Brown College)

Security Through Safe Design Certificate

- CPTED Crime Prevention Through Environmental Design Levels 1 and 2

CFAA Fire Alarm Technician Certificate (Health & Safety Management Group) (May– Sept 2012)

- An Introduction to the Fire Detection and Alarm Industry
- Verbal and Written Communications
- Basic Electricity
- Basic Electronics
- Fire Alarm Systems

References Available upon Request
