

Léo Blouin

Saint-Gabriel-de-Valcartier, QC

Willing to relocate: Anywhere

Work Experience

Maintenance Worker

Mountaineer Lodge - Lake Louise, AB

November 2020 to Present

- Organized and prioritized work to complete assignments in a timely, efficient manner.
- Consistently communicated in a lucid and effective manner.
- Functioned with flexibility and agility.
- Troubleshoot and repair issues within rooms
- Reviewed, prioritized, and assigned work orders
- Measure water quality adjusted the chemicals used to make the hot tub safe, write treatment results, and interpret measurement information

Breakfast Cook

Mountaineer Lodge - Lake Louise, AB

September 2020 to November 2020

- Prepared an organized station before the start of service each day.
- Provide guests with an enjoyable experience during breakfast each morning
- Served hot and cold items, maintaining the buffet area clean and well-stocked, refilling beverage containers, cleaning spills, and attending special food orders.
- Stored food properly and maintained proper temperatures and conditions as needed.

Housekeeper

Mountaineer Lodge - Lake Louise, AB

August 2020 to September 2020

- Respected the privacy and confidentiality of clients and their belongings.
- Efficiently cleaned up spills and messes.
- Remained aware of client concerns, needs, and desires.
- Remained flexible, adaptable, and punctual.

Technical Support

Village Vacances Valcartier - Quebec City, QC

August 2018 to June 2020

- Worked well independently and on a team to solve problems.
- Collaborated with the IT Team to ensure that software was properly installed on all employee computers.
- Offer technical assistance to staff on the phone or via email.
- Maintain computer systems and run diagnosis programs.
- Ordered accurate amount of supplies to ensure shop inventory was where it needed to be.
- Resolve Basic Hardware and Software Issues

- Worked with the overall mission of the company in mind and sought to effectively convey and promote the company's true brand.

Arcade Manager

Village Vacances Valcartier - Saint-Gabriel-de-Valcartier, QC
August 2018 to June 2020

- Responsible for assisting customers of the arcade facility
- Responds to patron/guest complaints of machine malfunction and performs minor repairs on various machines.
- Calls or notifies the maintenance company of the arcade machine and records the time of machine malfunctions.
- Drove sales, create promotions or change the layout to be more attractive when a visitor walks in front of it

Activites Team Manager

Village Vacances Valcartier - Quebec City, QC
May 2017 to March 2020

- Supervised and make sure team members perform their tasks in a timely and organized manner.
- Assigned tasks, training employees, providing feedback, mediating interpersonal conflicts, and implementing company procedures
- Edited time cards on a daily basis, keeping track of employee warning notices, terminations, and attendance records
- Utilized excellent organizational and multitasking skills.

Stage Hand

Various Events - Quebec Province
May 2014 to 2017

- Moving sets and scenery during performance
- Maintaining theater machinery, cleaning stages
- Installing lights/sound equipment, solving technical issues

Outdoor operation

Village Vacances Valcartier - Quebec City, QC
November 2014 to September 2015

- Greet visitors and providing them with advice and guidance
- Help passengers with the safe loading and unloading of mechanical lifts.
- Ensuring the comfort and safety of visitors, implementing emergency procedures, evacuating disabled lifts, maintaining the lift clean.
- Respond to emergencies when a visitor is injured.

Day Camp Counselor

Extend-A-Family - Kingston, ON
June 2014 to September 2014

- Supervise and guide disable children taking part in summer camp activities.
- Organize activities, ensuring children's safety, offering emotional support, greeting new campers, and implementing camp rules.

Dishwasher

Village Vacances Valcartier - Quebec City, QC

June 2013 to September 2013

- Cleaning dishes, glassware, and other items by hand or using dishwashers
- Cleaned the kitchen, wash garbage cans, sweep floors, dispose of waste, and unload food supplies.

Education

DCS / DEC in Management and audiovisual technician

Centre d'études collégiales de Montmagny - Montmagny, QC

August 2015 to May 2017

Secondary School in Integra-TIC

Roger Comtois - Quebec City, QC

August 2010 to June 2015

DCS / DEC

Skills

- Desktop Support
- Help Desk
- Tech Support
- Service Desk
- Helpdesk Support
- Customer Service
- Microsoft Office (10+ years)
- Adobe Photoshop (5 years)
- Adobe Indesign (1 year)
- Photography (3 years)
- Technical Support
- Troubleshooting
- Cleaning Experience
- Residential Cleaning
- Excel
- Housekeeping
- Word
- Cash Register
- Maintenance
- Handyman
- Facilities Maintenance

Languages

- French - Expert
- English - Fluent
- Spanish - Beginner

Certifications and Licenses

Drivers Licence (Class 5 - Québec)

February 2016 to Present

A Class 5 licence authorizes its holder to drive:

- An automobile, that is, a vehicle having 2 axles and a net weight of less than 4,500 kg
- A taxi or a vehicle comparable to taxis
- A motor home, also known as a recreational vehicle (RV)
- A tool vehicle, such as a grader or loader
- A service vehicle, such as a tow truck

Articulated Boom Lift License

June 2014 to Present

- Identifying hazards.
- Machine stability and characteristics.
- Preventative maintenance procedures.
- Machine orientation and safe operating techniques.
- Proper start-up and shutdown protocol.
- Steering controls.
- Operating “envelope” and range of motion.
- Emergency controls.
- Safe dismounting.

Standard First Aid/aed

April 2017 to Present

Knowledge of various topics, such as clinical evaluation of a victim and the treatments to apply in case of priority emergency (respiratory emergency, cardiovascular emergency, cardiopulmonary arrest, etc.) and secondary emergency (convulsions, problems related to glycemia, environmental problems, etc.). Moreover, you will learn to use an automated external defibrillator (AED), to administer epinephrin using an autoinjector and to proceed to cardiopulmonary resuscitation (CPR) on an adult, child or infant.

Assessments

Technical Support: Customer Situations — Proficient

September 2020

Responding to technical support situations with sensitivity

Full results: [Proficient](#)

Workplace English — Highly Proficient

September 2020

Understanding spoken and written English in work situations

Full results: [Highly Proficient](#)

Customer Focus & Orientation — Proficient

September 2020

Responding to customer situations with sensitivity

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.