

City of London - Application for Appointment to City of London Municipal Council - Ward 6

Application

Contact Information

Name: **Wajdi Khouri**

Qualifying Address: **208 Ardsley Crescent**

City, Province, Postal Code: **London, ON, N6G 3W7**

Phone Number (for internal use only):

Email (for internal use only):

Experience and Qualifications

Please provide a brief written statement explaining why you would like to serve the remainder of the term as Ward 6 Councillor: (maximum 250 words):

I would like to serve to do my part to contribute to my community and my city as a whole. I want to bring my vast and diverse experience to the job and to help contribute to the continued growth of the City and my community.

Please provide a brief written statement regarding your experience and qualifications: (maximum 250 words):

I have at least 15 years call center experience and at least 30 years volunteer experience in the community. I participated in a regional local committee for five years. I presently participate on the Diversity, Inclusion and Anti-Oppression committee. I also have participated in various community activities such as community theatre and the Board of the Canadian Council of the Blind as secretary.

Please provide a brief answer to the following question: Do you intend to seek Election to the same council seat in the 2022 Election? (it being noted that Municipal Council cannot prevent a person who is eligible from seeking election to Municipal Council, regardless of the statement provided.)(maximum 250 words): **Yes.**

Attach resume or other document here, if needed: **Resume City Hall 2021.pdf**

Attach more files here, if needed:

Confirmations

You must be able to make these confirmations to apply for this role: **I am a resident of London, Ontario, Canada, or I am the owner or tenant of land there, or the spouse of such owner or tenant.; I am at least 18 years old.; I am not ineligible or disqualified under the Municipal Elections Act, 1996, the Municipal Act, 2001, the Municipal Conflict of Interest Act or any other Act to be elected to or hold the above-mentioned office.; I am not prohibited from voting at the municipal election under the Municipal Elections Act, 1996.; I understand that my application may be published on a public agenda accessible to the public on the City of London's website.**

Submitted on: **11/8/2021 7:59:44 PM**

Wajdi Khouri

208 Ardsley Crescent, London, Ontario. N6G 3W7

CAREER OBJECTIVE

In a municipal environment, I enthusiastically contribute to developing solutions for citizen support issues with the goal of complete customer satisfaction. I employ outstanding insight into human relations while nurturing and developing strong connections with clients, company representatives and all relevant stakeholders.

QUALIFICATIONS / RELEVANT SKILLS

Technical Skillset

System / platforms: Apple iOS (iPhone), iPadOS (iPad), Android, Windows, Microsoft Office
Accessibility: JAWS, AODA, NVDA, Narrator and Voice Over software.
General skills: computer programming, databases, bookkeeping / accounting, human relations.
Life skills: First Aid and CPR.

Technical Support and Human Relations

I am an independent and collaborative team player who frequently achieves one-call resolution for all support issues. I am proficient in hardware and software domains, and I am skilled in the configuration and troubleshooting of network connectivity issues. I follow technology best practices and preventative maintenance methods. In addition, my qualifications include the following:

- Assess each customer on an individual basis, analyzing trends, and anticipating client needs.
- Utilize patience and diplomacy to successfully conclude challenging interactions.
- Act as a mediator between clients and internal resources, delivering consistent, positive results.
- Investigate shopper-related matters, addressing and innovatively resolving any open issues.
- Assist and mentor both colleagues and supervisors during daily routines and with special projects.
- Provide effective, loyal leadership with strong motivation and a positive attitude towards realizing goals.
- Market research and project coordination in addition to offering financial guidance, bookkeeping, training and coaching services.
- Determine customer cost benefit requirements, review daily sales statistics, set goals accordingly.
- Upsell and promote various products and services based on customer requirements.
- Document client transactions, update records, evaluate and summarize events, follow checklist sequences.
- Educate the customer on product usage / and common best practices.
- *An active listener who leads by example and focuses on realizing success in the workplace.*

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RELEVANT WORK EXPERIENCE

SUPPORT STAFF [2012 – present]

Leo Strano, London, Ontario

- Market research, general bookkeeping, and property management.

TELEPHONE SALES / SUPPORT SPECIALIST (e-bank sales delivery / telephone banking) [2006 – 2011]

TD Canada Trust, London, Ontario

- Provided expert and timely recommendations to 300+ clients per day (average).
- Developed a balance between great customer service and resolving conflicts.
- Sales Delivery “Activations”, EasyLine.

CALL CENTRE TELEPHONE SALES REPRESENTATIVE (BELL CANADA CAMPAIGN) [2001 – 2003]

Alliance I Communications Call Centres, London, Ontario

- Provided expert solutions to customer’s needs (100+ clients per day).
- Encouraged customers to experience the benefits of new products.

BCVI – Belize Council for the Visually Impaired, Belize, Central America

- Worked with staff and sight-impaired clients.
- Introduced and assisted clients with their computer development and growth on a personal level.

Citizenship Immigration Canada, Ottawa Ontario.

- HR Diversity Management researching, preparing notes for the Minister’s presentations.

EDUCATION

GENERAL ARTS DIPLOMA (HONOURS STANDING)

Fanshawe College, London, Ontario [January 2003 - December 2003]. [Completed a two-year diploma in only one year]

- Studied English Literature and a wide variety of Psychology & Sociology courses.
- Successfully completed “**Educational Foundations**”, “**Emotional Intelligence**” certificates.

COMPUTER SYSTEMS SUPPORT SPECIALIST

Fanshawe College, London, Ontario [June 1996 - July 1997]

- Microsoft Office / Internet skills / Hardware essentials and troubleshooting.

POLITICAL SCIENCE

Carleton University, Ottawa, Ontario [September 1992-1997, part-time] **[transferring credits]**

VOLUNTEER ACTIVITIES

Diversity Inclusion and Anti-oppression Committee (DIAC: City Hall, London, Ontario) [March 2021 – present]

- Help to resolve and maintain a good community presence regarding social issues.

London Distress Centre and Suicide Hotline, London, Ontario

- Attended to callers in need of community-based resources.
- Listened to callers in crisis and reflected their feelings to help them help themselves.

C.N.I.B (Canadian National Institute for the Blind), London, Ontario

- Assisted in computer/technology introduction to clients/employees and prepared sales, readings and letters.
- Member of Regional Council on Leadership committee overseeing various fundraising and awareness campaigns.
- *C.N.I.B Celebrity Golf Tournament / Night Steps, Tech Talk and seeking sponsorship*

Canadian Council of the Blind – CCB

- Board secretary – prepared minutes and email, planned events.
- Fundraising activities, social events (e.g., stick curling).

Adaptive Cooking Class Program, London, Ontario.

Out of Sight Productions – Community theatre roles.