

SHIVAM SHARMA

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EDUCATION

Simon Fraser University — B.A. Economics & Applied Mathematics - *Expected Graduation: Dec 2026*

Studying Economics has taught me how resource allocation works not just in theory, but in everyday life. How people make choices when resources are limited, and what those choices reveal about behavior, incentives, and the systems built around them. Alongside this, my Minor in Applied Mathematics is helping me learn how to optimize outcomes under constraints — using economic modeling and numerical analysis to better understand how real-world decisions can be predicted, tested, and improved.

Kwantlen Polytechnic University — Diploma in Business Management (Aug 2016 - Jan 2019)

Through my Business Management diploma, I gained a solid understanding of how different parts of an organization connect from finance and operations to analysis and communication — and how each function contributes to strategic decision-making.

WORK EXPERIENCE

Operations & Risk Lead (Formerly Security Account Manager) - Securiguard Services Ltd. – Vancouver, BC | *June 2020 – Jan 2023*

- Led compliance audits and inspections across multiple sites; implemented incident reporting systems and new SOPs.
- Maintained communication with clients, vendors, and regulatory teams to keep operations with safety and legal standards.
- Conducted regular risk assessments and built mitigation procedures that improved operational readiness.
- Coordinated scheduling and logistics for over 50 staff across multiple sites, balancing workload and operational needs.

Operations Coordinator - Securiguard Services Ltd. – Vancouver, BC | *July 2019 – Aug 2020*

- Developed and implemented procedures to meet industry compliance across daily operations.
- Tracked operational data and KPIs to support team performance
- Collaborated with HR, IT, and compliance teams to identify systemic issues and help implement process fixes across departments.

PROJECT & LEADERSHIP HIGHLIGHTS

- Initiated a compliance audit process across 3 sites, reducing critical incident response times by 20%.
- Designed and rolled out an onboarding SOP for new hires, improving training completion rates by 30%.
- Delivered weekly performance reports to clients and senior management summarizing site performance, staffing compliance, and key risk indicators.

SKILLS AND TOOLS

- Excel (advanced), PowerPoint, KPI tracking, SOP writing, audit support, Power BI (learning), SQL, economic modeling, risk registers, team leadership, stakeholder communication