

RAND HASSEIN
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Career Summary

Urban and Regional Planning graduate with experience supporting municipal infrastructure, environmental planning, and sustainability initiatives. Skilled in policy research, GIS analysis, technical report writing, environmental data management, and project coordination. Proficient in ArcGIS Pro, Microsoft Office, Adobe Creative Suite, and data management systems. Strong analytical, organizational, and communication skills with experience collaborating across multidisciplinary teams to support planning and environmental projects.

Work Experience

Jan 2025 - Present, **Coordinator**, Environmental Waste Services, YORK1

- Supported municipal infrastructure and environmental projects through research, data analysis, and reporting.
- Prepared technical reports, Environmental Assessment (EA) documentation, LEED reports, and regulatory compliance materials.
- Collected, maintained, and analyzed environmental and operational data to support project planning and decision making.
- Coordinated with internal teams, consultants, and external stakeholders to improve project delivery and data management processes.
- Tracked project metrics, environmental performance indicators, and compliance requirements to support sustainability objectives.

Sept 2024 - Jan 2025, **Customer Service Representative**, YORK 1

- Responded to high volume customer inquiries by phone and email regarding services, scheduling, and account concerns
- Utilized CRM systems, Hubspot, AI assisted tools, and internal databases to manage customer records and resolve issues efficiently
- Deescalated customer concerns professionally while providing timely resolutions
- Verified customer information and maintained accurate records across multiple systems
- Coordinated with operations teams to support efficient service delivery
- Processed documentation and supported administrative functions in a fast paced environment
- Applied strong communication, organization, and problem solving skills while managing competing priorities

Sept 2023 - Dec 2023, **Consultant**, Downtown Yonge Business Improvement Area (Student)

- Conducted research and data analysis to support public realm and economic development planning initiatives
- Assisted with stakeholder engagement and collection of community and business feedback
- Compiled and presented data through reports, presentations, and mapping materials for planners, councillors, and stakeholders

Rand Hassein

- Supported urban development and infrastructure planning strategies in high density, transit oriented environments
- Contributed to a studio project recognized with the Emilio Deo Award for Studio Excellence

Jan 2023 - April 2023 **Planning Intern**, Perkins & Will

- Conducted research and GIS analysis to support land use, transportation, and municipal planning projects
- Analyzed zoning, demographic, employment, and policy related data to inform development strategies
- Assisted with preparing briefing materials, research summaries, and corporate profile research using publicly available information
- Supported interdisciplinary teams through data organization, policy review, and presentation preparation

May 2022 - Aug 2022, **Proshop Attendant**, BraeBen Golf Course, City of Mississauga

- Provided customer service and administrative support within a municipal operations environment
- Responded to public inquiries, managed scheduling, and directed requests to appropriate staff
- Maintained organized records and assisted with daily operational coordination

Education

Bachelor of Urban and Regional Planning, Toronto Metropolitan University

Additional Education and Professional Affiliations

LEED Green Associate – Anticipated June 2026

Student Member, Ontario Professional Planners Institute (OPPI)

Canadian Institute of Planners (CIP)

Emilio Deo Award for Studio Excellence - 2023

Technical Skills

- ArcGIS Pro
- Microsoft Office (Word, Excel, Outlook, PowerPoint)
- Microsoft Office (Excel, Word, PowerPoint, Outlook)
- Adobe InDesign, Illustrator, Photoshop
- AutoCAD
- HubSpot CRM

Volunteer Experience

- **Vice President**, TMU Debate Society, Toronto Metropolitan University, 2022 - 2024
- **Director of Education**, ToastMasters, Toronto Metropolitan University, 2023 - 2024
- **Delegate**, Model United Nations, Toronto Metropolitan University, 2023