



# Melissa Brown

ePortfolio: [www.visualcv.com/melissabrown](http://www.visualcv.com/melissabrown)



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## Mission

As a criminal justice student, my mission is to conduct myself with a positive attitude to serve and protect my community. I aspire to gain the respect and lead others by being professional, honest, fair and reliable.

## Education

Jan 2015 Lethbridge College: Diploma of Criminal Justice- Policing Program  
Dec 2016 Lethbridge, Alberta

- Developed a understanding of criminal and procedural law
- Maintained a healthy lifestyle both physically and mentally
- Learned about ethics, diversity, and professional interpersonal skills

2007-2011 Queen Elizabeth Collegiate & Vocational Institute: High School Diploma.  
Kingston, Ontario

## Experience

Bully's Casino  
Security  
2015- Present  
Lethbridge,  
Alberta

- Contributes to team effort by accomplishing related results as needed
- Secures premises and personnel by patrolling property; monitoring surveillance equipment; inspecting buildings, equipment, and access points; permitting entry
- Completes reports by recording observations, information, occurrences, and surveillance activities; interviewing witnesses

The Brick  
Customer  
service  
representative  
2011-2014  
Saskatchewan,  
Saskatoon

- Opened customer accounts by recording account information. Maintains customer records by updating account information
- Contributed to team effort by accomplishing related results as needed.
- Provided customer service, including handling customer questions and complaints
- Conversed with customers over the telephone while adhering to companying protocol, explaining store policy in a clear and concise manner ensuring

Benix & Co  
Sales Associate  
2010-2011  
Kingston,  
Ontario

- Opened/closed store, operating cash/debit/credit computerized point of sale system, accepting payment, balancing cash, preparing/counting float and making nightly deposits
- Provided customer service including handling customer questions and complaints
- Unpacked and organized new merchandise, shelving stock and creating displays
- Performed all related cleaning duties including sweeping, mopping floors, and dusting

## Volunteer experience

Big Brothers Big Sister

2013-2014

Saskatoon,  
Saskatchewan

- Mentored as a role model and a friend for my little sister
- Promoted the importance of staying in school and healthy relationships with family and peers
- Encouraged leadership skills and independent thinking

## Hobbies/interests

I have a wide variety of interests, most of which involve being active and being outdoors. I enjoy going to the gym, running, traveling and hiking with my dogs. I also enjoy reading and Sudoku puzzles.

## Certificates, Accomplishments, Awards

- Employee of year 2013
- Class 5 and 6 diver's licence
- Both non-restricted and restricted gun licences

## Skills and Attributes

- Adaptable
- Communication
- Critical thinking
- Problem-solving
- Professional
- Reliable
- Time management

## References

Teresa Ternowsky  
Customer Service Supervisor  
The Brick  
(306) 667-1444  
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Jeri Lyn Ralph  
Co-Worker-Banker  
Bully's Casino  
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The brick  
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