



# Melissa Brown

ePortfolio: [www.visualcv.com/melissa-brown](http://www.visualcv.com/melissa-brown)



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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  |
|           | <ul style="list-style-type: none"><li>• Developed a understanding of criminal and procedural law</li><li>• Maintained a healthy lifestyle both physically and mentally</li><li>• Gained experience in ethics, diversity, and professional interpersonal skills</li></ul> |
| 2007-2011 | Queen Elizabeth Collegiate & Vocational Institute: High School Diploma.  |
|           | Kingston, Ontario  |

## Experience

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|---|--|
| Paladin<br>Healthcare<br>Security<br>2016- Present<br>Lethbridge/ Rural<br>Sites, Alberta     | <ul style="list-style-type: none"><li>• Kept visual contact of patients at all times, while documenting patient activity</li><li>• Dealt with aggressive patients and was permitted to use force to restrain patients under the advisement of nursing staff</li><li>• Responded to hospital codes and Used Notebook and radio/codes appropriately</li><li>• Secured hospital grounds by preforming regulated patrols</li></ul>   |
| Bully's<br>Casino<br>Security<br>2015-<br>Present<br>Lethbridge,<br>Alberta                   | <ul style="list-style-type: none"><li>• Contributed to the team by accomplishing related tasks as needed and prevented continence assistance</li><li>• Secured the premises and personnel by patrolling property; monitoring surveillance equipment; inspecting buildings, equipment, and access points; permitting entry</li><li>• Completed reports by recording observations, information, occurrences, and surveillance activities; interviewing witnesses</li></ul>   |
| The Brick<br>Customer<br>service<br>representative<br>2011-2014<br>Saskatchewan,<br>Saskatoon | <ul style="list-style-type: none"><li>• Opened customer accounts by recording account information. Maintains customer records by updating account information</li><li>• Contributed to team effort by accomplishing related results as needed.</li><li>• Provided customer service, including handling customer questions and complaints</li><li>• Conversed with customers over the telephone while adhering to companying protocol, explaining store policy in a clear and concise manner ensuring understanding</li></ul> |

## 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
- Completed a Practicum with Blood Tribe Police Service

## Skills and Attributes

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

## References

Teresa Ternowsky  
Customer Service Supervisor  
The Brick  
(306) 667-1444  
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Jeri Lynn Ralph  
Co-Worker-Banker  
Bully's Casino  
(403) 332-2078  
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Frank Garnes  
General sales manager  
The brick  
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