# Jill Braybrook

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| Education |

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| University of Ontario Institute of Technology, Oshawa, ON | 2008 |

Bachelor of Arts (Hons)

Relevant course work: Criminology

**TEFL Academy**

TEFL-Level 5 168 Hours

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| Professional experience |

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| BC Corrections, Maple Rdige, BC | Jul 2020-Present |

### Correctional Officer

* Utilized an electronic platform for document management, case management and quality management.
* Supervision of inmates and inmate activity in detention facilities.
* Transports and escorts inmates within secured areas according to relevant laws, policies, and procedures.
* Provides emergency assistance as needed, including but not limited to CPR, first aid, escape of inmates, and evacuation procedures.
* Inventories inmates’ personal property and issues receipts.
* Contributes to the maintenance of institution security.
* Performs searches on inmates and visitors.
* Checks mail for contraband, such as weapons or drugs.
* Prepares incident reports and other documentation.
* Enforces rules and regulations governing facility security, inmate conduct, and inmate accountability.

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| Talize, Whitby, ON | Oct 2016-Jun 2020 |

### Production Supervisor

* Data entry
* Payroll
* Analyzed sales reports to find areas for improvement and implement new strategies
* Manage team of approximately 10-15 people
* Manage inventory in and out
* Audit quality and pricing

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| Goodlife Fitness, Oshawa, ON | Sept 2014-Oct 2016 |

### Sales Advisor

* Touring potential members around the club, educating them on how we can support them toward achieving their overall health and fitness goals
* Creating a plan for new member success, recommending appropriate GoodLife service offerings through open-ended questions and active listening
* Building and maintaining member relationships through consistent member follow-up
* Organizing and participating in community events to recruit new members

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| Skills |

Customer service:

* Ability to build rapport and connect with a diverse group of people
* Passion for helping others
* Excellent time management skills
* Technically savvy and self-reliant
* Empathy even in digital communication
* Emotional Intelligence
* Active listening skills
* Ability to adapt communication styles to different clientele accordingly

Computer software/ frameworks:

* Microsoft Office
* Microsoft Excel
* Microsoft PowerPoint
* Microsoft Teams
* Microsoft Outlook
* Skype/Zoom
* CORNET
* POS systems