

Matthew L. Justice

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EDUCATION

University of Wisconsin Oshkosh – Oshkosh, WI

Bachelor of Science in Criminal Justice (Minor: Spanish)

Anticipated Graduation Date: June 2021

Overall GPA: 3.4/4.0 Major GPA: 3.7/4.0

RELATED EXPERIENCE

Community Service Officer – UW Oshkosh Police Department – Oshkosh, WI, September 2020 – Present

- Provide safety and protective services by assisting law enforcement, conducting safe walks and responding to calls for service
- Respond to complaints, run record checks, and dispatch police and emergency services
- Perform building security and equipment maintenance checks; report law violations on patrol
- Lead as liaison to university departments, students and community

Security Agent – The Tweeter Center – Milwaukee, WI, June 2019 – August 2019

- Facilitated a variety of security services for concert crowds ranging from 1,000 to 25,000 people
- Directed thorough searches as patrons entered theater to ensure a safe environment
- Secured all limited access locations including stage performer rooms and press/media areas
- Collaborated with a 12 member team to assess and resolve emergency situations
- Interacted with diverse individuals from various socio-economic backgrounds

Intern – Appleton Police Department – Appleton, WI, September 2019 – May 2019

- Developed and created 2015 Annual Crime Report for the City of Appleton, a community of 73,000
- Communicated pertinent information to patrol officers during each shift
- Observed probation/parole officer execute parolee check-ins and house visits
- Rode along with the Appleton Police Department, Outagamie County Sheriff's Department and the Wisconsin State Patrol to experience procedural similarities/differences
- Documented and filed over 25 citizen complaints to maintain an accurate database
- Researched court cases and created an updated timeline for criminal defense case investigator

ADDITIONAL EXPERIENCE

Bartender – The Icehouse – Oshkosh, WI, September 2017 – October 2018

- Delivered optimum customer service for 600-800 patrons during peak business hours
- Examined identification cards to verify legal entry of all patrons
- Trained three new bartenders in customer services skills and effective conflict resolution
- Implemented new crowd control strategies and security services to assure safety for all patrons

Campus Tour Guide – UW Oshkosh Admissions Office – Oshkosh, WI, August 2016 – May 2017

- Directed campus tours, shared information and answered questions for prospective students and guests
- Presented to large groups during breakout sessions and served on student panels
- Communicated information about university resources to all constituents
- Mentored three new tour guides to ensure positive interactions with guests

SPECIALIZED TRAINING

- National Safety Council Adult and Infant CPR Certification, December 2017 – Present
- First Aid American Red Cross Certification, December 2016 – Present
- Defense and Arrest Tactics Training, September 2017
- Responsible Beverage Service Certification, June 2016

SKILLS

- Ability to work well under pressure in stressful conditions gained through internship and bartending experience
- Exceptional communication and problem-solving skills acquired through over 2 years of customer service experience
- Excellent physical stamina, coordination and agility
- Proficient in Microsoft Office; Word, PowerPoint and Excel
- Intermediate knowledge of the Spanish culture and language, both written and spoken

COMMUNITY INVOLVEMENT/LEADERSHIP

- Secretary – Alpha Phi Sigma, National Criminal Justice Honor Society, September 2019 – Present
- Member – Criminal Justice Association, UW Oshkosh, September 2017 – Present
- Participant – Run With The Cops - Special Olympics Wisconsin, Oshkosh, WI, February 2019
- Volunteer – Oshkosh Warming Shelter, Oshkosh, WI, November 2017 – April 2018