

Justin D. Brown

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EDUCATION

Bachelor of Science in Criminal Justice

Expected Graduation: May 2020

Troy University, Troy, AL

- Minor: Psychology
- GPA: 3.67 (Honors- Magna Cum Laude)

EXPERIENCE

Resident Director

July 2019-present

Troy University Housing and Residence Life, Troy, AL

- All of the responsibilities/duties/tasks of a Resident Assistant, with the addition of new responsibilities/duties/tasks such as:
 - Staff supervision
 - Administrative duties
 - Student discipline
 - Stimulating the development of educational, social and personal growth programs, group advising
 - Promoting the safety and welfare of all residents, and individual counseling
 - Coach new employees on administrative procedures, company policies and performance standards

Resident Assistant

May 2017-May 2018

Troy University Housing and Residence Life, Troy, AL

- Mentor and supervise numerous residents
- Perform several administrative duties, including room transfers, incident reports, and maintenance requests
- Coach new employees on administrative procedures, company policies and performance standards
- Mediate and provide professional conflict resolution in a timely fashion
- Lead by example through mature behavior consistent with university regulations and rules

Shipt Shopper

January 2018-present

Shipt Inc. Birmingham, AL

- Communicate effectively and professionally with customers
- Foster a positive work environment by consistently treating all employees with respect and consideration
- Respond to all customer inquiries thoroughly and professionally
- Recipient of multiple positive reviews acknowledging dedication to excellent customer service

Dominos CSR and Shift Manager

February 2015 -April 2016

Dominos Pizza, Bessemer, AL

- Ensured superior customer experience by addressing customer concerns, demonstrating empathy and resolving problems on the spot
- Built long-term customer relationships and advised customers on purchases and promotions
- Displayed unwavering knowledge of menu's, pricing, and promotions

ACTIVITIES AND LEADERSHIP POSITIONS

Senator, *Student Government Association*, Troy University

September 2017-May 2019

- Work together to ensure the wellbeing of all students who attend Troy University
- Advocate the interests of Troy University students and work to better the student experience through community events and opportunities

Secretary, *Residence Hall Association*, Troy University

December 2017-December 2018

- Serve as a line of communication between the meetings and the residents
- Plan activities for students who reside in residence halls
- Address residents' needs and concerns properly and in a timely fashion

HONORS

- Chancellors List (academic achievement)- Spring 2019- Awarded to students who achieve a stellar 4.0 GPA or higher
- Dean's List (academic achievement)- Fall 2016, Fall 2018, & Fall 2019- Awarded to students who achieve a 3.5 GPA or higher
- Awarded the 2017-2018 "Ralph Wyatt Adams" service award plaque for outstanding service within the Student Government Association
- Awarded "Most Encouraging" senator within the Student Government Association in the years 2017-2019
- Inducted into the National Society of Leadership & Success (Honors Society) on April 29, 2019