

# Aleena McLean

Chilliwack, British Columbia

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## Profile

Dynamic well rounded individual looking to influence positive change in the community by engaging and collaborating in like-minded environments. Passionate, motivated, driven with a strong work ethic and proven ability to problem solve and think critically under pressure.

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## Highlight of Qualifications

- Demonstrated four years of experience in effectively engaging and building rapport with Indigenous peoples and ethnocultural groups in custody, fostering inclusive and supportive environments.
- Adept in navigating policy and guideline frameworks, consistently meeting tight deadlines and delivering quality results under pressure.
- Proficient in conducting thorough research analysis and data collection, with a strong aptitude for critically analyzing findings and articulating them into concise reports.
- Competent in the use of computer applications including Office tools (Microsoft Word, Excel, PowerPoint & Outlook), Adobe Acrobat, RADAR, and OMS.

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## Education

Bachelor of Arts Degree Major in Psychology Minor in Criminology

August 2024

***University of the Fraser Valley, Abbotsford, BC***

- Relevant Courses: Business Communications, Foundations of Intercultural Communication, Statistical Analysis, Research Methods, Problem-Solving & Intervention, Critical Thinking, Social Psychology, Child Behaviour & Development, Drugs and Behaviour, Introduction to Criminology, Organized Crime, Psychology of Criminal Behaviour, Diversity and Crime in Canada, Justice and Human Rights, Media, Crime and Criminal Justice.
- Cultivated research analysis and critical thinking skills through the development and execution of multiple research projects, composing diverse academic papers, and actively engaging in group presentations.

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## Work Experience

Correctional Service of Canada, Kent Institution, Agassiz, BC

January 2023- Present

***Visits and Correspondence Officer***

- Informed and assisted the public and visitors on Visits and Correspondence (V&C) policy and procedures by providing clear guidance on the institution's rules and protocols which resulted in high compliance rates and positive engagement.
- Reviewed and processed visitor applications, meticulously ensuring accuracy and completeness, resulting in streamlined procedures and enhanced visitor experiences.
- Updated and compiled data from files and systems like Offender Management (OMS) and Reports of Automated Data Applied to Reintegration (RADAR) to prepare the review board agenda.
- Ensured the agenda's accuracy and distribution to attendees ahead of time, fostering collaboration within the team to address visit-related outcomes effectively.

- Collaborated efficiently as a team member by taking the initiative to distribute workloads among staff, ensuring timely completion of reports, correspondence, and review board results sent to visitors and offenders.
- Facilitated the scheduling of visits by verifying the status and eligibility of visitors and inmates, contributing to the maintenance of positive reintegration connections.

Correctional Service of Canada, Kent Institution, Agassiz, BC

January 2023- Present

***Correctional Officer***

- Monitored and supervised inmates during various activities which developed my ability to identify and respond to situations of distress and emergencies, thereby ensuring the safety and security of the institution, staff, and fellow inmates.
- Trained in the proper use, handling and storage of firearms and other security equipment including comprehensive knowledge of procedures for maintaining facility safety and security.
- Offered guidance and assistance to inmates to aid in their societal reintegration by providing counselling and support to address personal challenges and develop coping strategies.
- Demonstrated capacity to maintain composure and employ active listening and effective communication techniques to deescalate and resolve conflicts.
- Provided support and assistance to inmates experiencing mental health crises or emotional distress.

Go Traffic Management, Burnaby, BC

June 2013- December 2019

***Lane Closure Technician***

- Coordinated strategic traffic management plans in collaboration with leading safety companies including Ledcor, Telus, BC Hydro, City of New Westminster, Matcon, and Hall Constructors.
- Proficient in interpreting the Motor Vehicle Act and Regulations, as well as lane closure traffic plans mandated by the B.C Ministry of Transportation and Infrastructure.
- Supervised and provided training to Traffic Control Persons, ensuring the safety of all site employees working near roadways.
- Responsibly addressed inquiries from the public regarding traffic directions, alternate routes, and driving instructions with professionalism and diplomacy.
- Enforced adherence to Health and Safety regulations, upholding industry standards on job sites.

The Brew Street Public House, Port Moody, BC

April 2017- September 2017

***Food and Beverage Attendant***

- Delivered exemplary customer service, warmly welcoming patrons with a genuine smile and positive demeanour.
- Crafted and curated detailed feedback and diverse options for over 100 beer tap selections, enhancing customer experience and satisfaction.
- Collaborated with fellow servers and colleagues to streamline operations and elevate service standards.
- Maintained impeccable cleanliness and organization by diligently cleaning tables, glassware, and storage areas while consistently replenishing supplies before closing hours.

The Foggy Dew Irish Pub

May 2016 – January 2017

***Food and Beverage Attendant & Hostess***

- Demonstrated ability to efficiently multitask, organize, and prioritize tasks within a fast-paced environment, consistently enhancing guest experiences.

- Proactively identified opportunities to enhance customer satisfaction and boost restaurant profitability by suggesting additional items to customers.
- Addressed and resolved customer complaints and concerns promptly and professionally, ensuring customer satisfaction.
- Proficiently processed information from customers, addressing inquiries about menu selections, and offering recommendations when requested.
- Collaborated with colleagues to provide seamless service and support during peak hours, contributing to a cohesive team environment.

Fast Lane Traffic Services, Abbotsford, BC

May 2011- June 2013

***Traffic Control Personnel***

- Directed drivers, pedestrians, and workers in a safe manner to routes around road construction sites
- Carried out traffic regulations and safety procedures while adapting to last minute schedule changes
- Responded to questions from members of the public in a positive manner regarding traffic directions, alternate routes, and driving direction

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**Volunteer Experience**

CARE Centre of Fraser Valley Regional District, Chilliwack, BC

January 2024- Present

***Dog Walking Volunteer***

- Ensure dogs get regular exercise, socialization, and mental stimulation while awaiting adoption.
- Reinforce basic training commands such as sit, stay, and leash manners during walks.
- Observe dogs' behaviour during walks and report any concerns or changes in behaviour to shelter staff or supervisors.
- Serve as an ambassador for the shelter and help promote dogs available for adoption, and responsible pet ownership.

Burnaby Youth Custody, Burnaby, BC

April 2018- December 2019

***Recreational Youth Volunteer***

- Provided positive reinforcement, guidance and encouragement to youths in custody to help achieve appropriate behavioural, personal and life skill goals.
- Be a role model by putting forth values such as a positive attitude, resilience, compassion and support.
- Diffused situations and solved problems that arose during games, and mediated between disruptive residents.
- Assisted in conjunction with correctional officers and operational staff in activities and setup.

Urban Rec, Vancouver, BC

June 2016- March 2017

***Event Coordinator***

- Professionally delegated as an Urban Rec Official entrusted with the responsibility of setting up soccer fields, nets, goals, lighting
- Greeted participants and players professionally in a welcoming manner
- Responsible for verifying player identification, safety waivers signed and ensuring punctual start and timely conclusion of games.
- Effectively communicated upcoming events, tournaments, and play-offs through announcements

- Diffused situations, solved problems that arose during games, and mediated between disruptive players

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## Certificates

Valid British Columbia Driver's License

Standard First Aid CPR Level C and AED

Serving It Right