

# Miodrag Mitrovic

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## PERSONAL SUMMARY

I bring a strong background in hands-on work, with a focus on reliability, adaptability, and attention to safety. My technical skills, work ethic, and ability to quickly learn new tools and procedures ensure high-quality results and adherence to safety standards. I am committed to continuous improvement and teamwork, consistently meeting goals and maintaining a secure environment.

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## KEY COMPETENCIES

Critical thinking and decision-making	Resourceful	Problem solving
Fast learner & adaptability	Attention to detail	Proactive and self-motivated
Resilient under pressure	Excellent communication skills	Tool proficiency

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## PROFESSIONAL EXPERIENCE

GardaWorld (CATSA) | **Pre-boarding screening officer** **Jan 2023 - Present**

- Conducted efficient passenger screenings, ensuring safety protocol compliance and minimizing operational delays.
- Delivered excellent customer service while enforcing security measures.
- Operated security technologies (X-ray, metal detectors, full-body scanners) to detect potential threats.
- Strictly followed Transport Canada regulations to maintain airport security and prevent breaches.

Limitless Wraps | **Vehicle Wrapper** **Oct 2021 - Present**

- Prepared and cleaned vehicles for vinyl wrapping, ensuring meticulous attention to detail and quality.
- Collaborated with team members to efficiently install vinyl wraps and decals.
- Maintained high standards of precision and care to ensure customer satisfaction.

Motus Car Rental Mercedes Benz KW | **Motus Service Attendant** **Dec 2018 - Oct 2021**

- Managed confidential customer information to complete agreements accurately and responsibly.
  - Delivered excellent service by maintaining clear communication throughout the rental process.
  - Ensured safety by carefully picking up and returning vehicles, and staying alert to potential hazards.
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## VOLUNTEER EXPERIENCE

Langs Community Center | **Community Service Worker** **Sept 2019 - Mar 2020**

- Created personalized workout plans to enhance members' health and activity levels.
  - Supervised children during after-school programs, ensuring their safety and well-being.
  - Assisted individuals with limited mobility in accessing essential services, such as food bank resources.
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## EDUCATION & CERTIFICATIONS

**Bachelor of Community & Criminal Justice**

Conestoga College | Sept 2017 - April 2021

**Worker Health and Safety Awareness Certificate**

**Tri-Council Policy Statement: Ethical Conduct for**

**Research Involving Humans Course on Research Ethics**

(TCPS 2: CORE)