

# Matthew Sullivan

## PROFILE

Highly motivated, exceptionally focused, versatile individual with unrivaled composure. I have developed and demonstrated the ability to communicate effectively with people of all ages and backgrounds in a professional manner while adapting to different conditions. I emit a calm demeanor, quiet confidence, and workmanlike approach that enable me to consistently overcome adversity while growing and succeeding personally and professionally.

## WORK EXPERIENCE

**Security Officer - MGH Police & Security Dept.** — *Boston, MA* - (August 2018-present)

- Communicates incisively with medical staff, hospital administration and police personnel in a world-class institution in order to accomplish a wide variety of tasks, with little room for error in a demanding environment under constant scrutiny. Forms relationships and creates rapport to preserve Massachusetts General Hospital's welcoming tradition. Composes detailed, concise incident, activity, and safety reports that are utilized by administration in investigations.
- 2018 Patient Experience Individual Award Recipient

**Shift Leader - Zinga Frozen Yogurt** — *Saugus, MA* - (August 2012-August 2015)

- Supervised 2-3 employees per shift while working with a manager to ensure a smooth customer experience while maintaining the store's opening, closing, and upkeep.

## EDUCATION

- **Bachelor of Arts - Criminal Justice** — *Saint Anselm College, Manchester, NH*  
(August 2014 - May 2018)
- **High School Diploma** — *Malden Catholic High School, Malden, MA*  
(September 2010 - May 2014)

## PROFESSIONAL SKILLS

- EMR Certified, MOAB Certified, Microsoft Office program proficiency, report writing
- Interpersonal communication, research, data collection, content analysis, problem-solving

## VOLUNTEER EXPERIENCE

**Sununu Youth Services Center** - *Manchester, NH*: 603-625-5471 - (Sept. 2015 - April 2016)

- Sununu Youth Services Center is a juvenile detention facility for teens who are court-ordered to a secure institutional setting through a hearing process. Communicated with the teens and assisted them with daily tasks and in fulfilling their academic requirements to reintegrate.