**Contact Information** *  
Daniel Jonathan Wratten  
17 Paradise Circuit, Halls Head  
Mandurah, WA,6210  
04 22 207 794*[*Daniel.Wratten@gmail.com*](mailto:Daniel.Wratten@gmail.com)**Training**  
  
Graduated Halls Head College on the 24th October 2017  
  
Certificate of Excellence in Media Production & Analysis  
  
Certificate of Excellence in Psychology  
  
Certificate II Business through Halls Head College, 2016 – 2017  
  
Certificate of First Aid through Halls Head College, 2017

Course in Workplace Sexual Harassment & Bullying through Dominos, 2018

Certificate II Security Operations through Perth Security Services, 2019  
  
Occupational Health & Safety Construction Induction Worksafe WA through Perth Security Services, 2019  
  
Certificate of First Aid through Perth Security Services, 201 **Experience**  
  
Delivery Driver at Dominos Mandurah, 2018 – 2019  
  
Crowd Controller at GJD Total Security  
2019 – 2019  
  
Security Guard at Rooforce Facility Services  
2019 – 2019

Security Guard & Crowd Controller at NPB Security 2019 – Current

Support Worker through the Mable platform  
July 2020 - Current  
  
I have previously operated as an employee in a simulated business environment to fulfill a part of my Certificate II course in business during school hours. From this, I have gained experience in a variety of roles including administration, accounting, management and hands on work using printing machinery.

After graduating from Halls Head College I commenced work for Dominos as a Delivery Expert where I learned to flourish in high stress, fast paced environments and deliver high quality customer service. I had the opportunity to be introduced to serving customers on top of my delivery duties, and was trained to up sell the product to customers including selling larger pizza sizes, extra drinks or sides with customer’s meals.  
  
While working at Domino’s I completed a Certificate II in Security Operations teaching me vital communications, teamwork, leadership and advanced conflict diffusion tactics that I learnt to apply and adapt to both my work and personal life.

Proceeding my training I received the opportunity to work at the Nannup Music Festival as a Community Liaison Officer in which our team was responsible for the safety & security of the event, and maintaining both a presence of security for the event, and to enhance the experience of the festival goers.  
  
Following this in my time employed as both a Security Guard and Crowd Controller I had received experience in loss prevention and was working in environments where attention to detail, openness and customer service were large focuses of the tasks I was performing.   
  
I have also had the chance to work in a wide variety of venues from night clubs to bars and to retail stores. Some of the best times I’ve had as a security guard come from working through the covid-19 pandemic lockdown at a BWS. I had the opportunity to work alongside staff, serving customers in busy times, as well as upholding my responsibilities as a security guard.  
  
As a security guard my communications and people skills have been sharpened and fine tuned. Although it isn’t immediately evident, customer service is a central focus for Crowd Controllers in the current climate of Security in recent years, and that has definitely been reflected in my personal and professional development.  
 **Skills**

My participation in both completing a Business Certificate II and Security Operations Certificate II have played a key part in equipping me with a wide range of skills such as:  
  
Advanced keyboard skills  
Using business technology  
Working effectively in a business environment  
Communicating electronically  
Contributing to health and safety of self and others in a workplace  
Producing word processed documents  
Participating in environmentally sustainable work practices  
Processing and maintaining workplace information  
Creating and using spreadsheets  
Communicating in the workplace  
Delivering a service to customers  
Handling mail  
Conflict Resolution  
Working both as part of a team and indipendantly  
Loss Prevention  
  
I’m a fairly outgoing person and I enjoy communicating with new and interesting people. The challenge of providing a valuable experience for customers & trying to create a comfortable environment for returning customers interests and excites me.  
  
**References**

Dale Waihi  
Owner of GJD Total Security  
Tel: 041007 9941  
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