

Brett Daleske

Hagerstown, Maryland | 515-230-7184 | brettdaleske@gmail.com | linkedin.com/in/brett-daleske-3b32b01a9

Detail-driven **IT and documentation specialist** with a strong background in content development, data analysis, and quality assurance. Experienced in managing sensitive data, drafting high-accuracy reports, and developing technical documentation for both security and creative technology environments. Recognised member of the **Delta Mu Delta International Honour Society in Business**, reflecting leadership, integrity, and academic excellence. Adept at transforming complex information into clear, actionable content that enhances operational efficiency and team communication.

RELEVANT SKILLS

English Writing & Editing | Microsoft Office Suite | Content QA & Review | Prompt Writing | Data Annotation Documentation | Analytical Problem-solving | Organisation | Remote Collaboration Tools

PROFESSIONAL EXPERIENCE

Control Room Supervisor • Securitas, West Des Moines, IA **08/2023 – 05/2024**

- Managed real-time incident response, escalation protocols, and digital documentation for a high-security client.
- Authored precise reports detailing anomalies, system malfunctions, and response actions.
- Coordinated communication between internal teams and client security staff using digital tracking and reporting systems.
- Trained new staff on SOP documentation, data logging, and system use.

Site Supervisor • Global Security Services, Boone, IA **03/2019 – 08/2023**

- Created and maintained standard operating procedures (SOPs) and performance logs using Microsoft Office 365.
- Collaborated with clients to identify and mitigate potential threats through analytical documentation.
- Implemented a data-driven reporting structure that improved site-wide communication and efficiency.
- Managed personnel files and ensured compliance with company and client security standards.

Security Agent/Private Investigator/Personal Protection Agent • Haven Protection, Des Moines, IA **02/2018 - 08/2019**

- Conducted investigations and drafted confidential reports requiring meticulous accuracy and language precision.
 - Coordinated personal protection operations leveraging real-time intelligence and communication systems.
 - Delivered post-event analysis reports using data-driven findings and incident metrics.
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EDUCATION, CERTIFICATES, & CERTIFICATIONS

Southern New Hampshire University • Virtual **01/2020-12/2023**
Bachelor of Arts - Game Art and Development

Southern New Hampshire University • Virtual **11/2024-05/2026**
Master of Science- Information Technology
Member-Delta Mu Delta Honour Society for Business Excellence

PUBLICATIONS/PROJECTS

Lead Narrative Designer • Spark of Genius Studios **05/2025-01/2026**
Pen name: Rick Chapman