



Robert Ortiz

SECURITY GUARD

A security guard with five years of professional experience specializing in incident response, access control, and conflict resolution. A proven track record of de-escalating tense situations with calmness, poise, and professionalism.

CONTACT



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LinkedIn | Portfolio



Seattle, WA

KEY SKILLS

- Incident response
- Access control
- Conflict resolution
- De-escalation techniques
- Communication

PROFESSIONAL EXPERIENCE

Security Guard | Seattle Airport, Seattle, WA | October 2021 – Present

- Patrol key areas to mitigate security threats and maintain a safe environment for patrons in a high-volume airport with thousands of daily visitors
- Deliver training to over 20 security guards and identify opportunities to enhance operating procedures, contributing to a 10% reduction in average response times
- Utilize conflict resolution techniques to de-escalate tense situations peacefully

Security Guard | Westfield South Center, Seattle, WA | June 2019 – October 2021

- Performed daily patrols to monitor suspicious activity, prevent theft, and ensure the safety of customers in a high-traffic mall with over 500 patrons per day
- Coordinated effectively with law enforcement in response to emergency situations and successfully detained suspects during investigations

EDUCATION

Associate of Science (A.S.) Criminal Justice

University of Washington, Seattle, WA | June 2019

CERTIFICATIONS

- Security Guard License, State of Pennsylvania, June 2019
- Basic Life Support, American Red Cross, June 2019