

Robert Ortiz

Seattle, WA | (123) 456-7890 | email@example.com | LinkedIn | Portfolio

Profile

- 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.

Education

- Associate of Science (A.S.) Criminal JusticeA | UNIVERSITY OF WASHINGTON, Seattle, WA | June 2019

Certifications

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

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