

Raymond Ortiz

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Dedicated Asset Protection Specialist with 5+ years of experience in high-volume retail facilities. Committed to helping safeguard property and merchandise while enhancing the customer experience.

Areas of Expertise

- Asset Protection Strategies
- Building Access Control
- Closed-Circuit Television (CCTV)
- Complex Problem-Solving
- Conflict Resolution
- Customer Experience
- Data Confidentiality
- Emergency Response
- Incident Reporting & Documentation
- Policy Enforcement
- Product Theft Investigation
- Regulatory Compliance
- System Maintenance & Updates
- Theft & Fraud Prevention
- Video Surveillance
- Workplace Safety & Security

Career Highlights

Asset Protection Specialist

OMZ Apparel, New York, NY | October 2017 to Present

[Popular local retail chain known for outstanding customer service.]

- Help prevent and combat instances of theft, fraud, and vandalism to protect the company's bottom line
- Help ensure a safe and positive shopping experience for customers at all points
- Closely monitor CCTV transmission to spot and quickly respond to any signs of criminal activity
- Maintain confidentiality of sensitive or proprietary business data
- Investigate possible product theft by both customers and personnel

Administrative Assistant / Receptionist

MCO Corp., New York, NY | August 2015 to September 2017

- Gained early experience in customer relations and careful procedure documentation

Education

Graduate

Central Park East High School, New York, NY