

# 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