

Natalia Potter

Security Officer, Healthcare Facility Patrol

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STRENGTHS

- 🛡️ **Calm Incident Response**
During disruptive behavior calls, used a steady voice and clear escalation steps so people felt heard and situations settled safely.
- ❤️ **Healthcare Service**
Patients and families often needed directions first. Offered practical help without losing sight of entrances, corridors, or access concerns.
- 👁️ **Patrol Awareness**
Routine and randomized checks covered overlooked spaces, from parking areas to building perimeters, keeping supervisors informed about conditions.
- 📝 **Clear Reporting**
Shift records captured observations, actions, involved parties, and follow up needs, giving incoming officers a useful starting point.
- 🔑 **Access Control**
Credential checks and respectful challenges protected restricted areas while preserving a welcoming experience for authorized visitors and vendors.

SKILLS

Unarmed Security	Healthcare Patrol
<u>Access Control</u>	
<u>Visitor Management</u>	
<u>Incident Response</u>	
<u>Emergency Procedures</u>	
<u>Security Reporting</u>	
<u>Patrol Operations</u>	
<u>Credential Verification</u>	
<u>Suspicious Activity</u>	
<u>Customer Service</u>	

SUMMARY

Security Officer with three years of experience supporting healthcare and public facing facilities through unarmed patrols, access control, incident response, accurate reporting, and respectful customer service. Maintains a **visible presence** across entrances, **common areas**, parking zones, exterior perimeters, and public corridors while helping patients, visitors, employees, vendors, and **facility representatives** feel informed and supported. Responds calmly to disruptive behavior, lost property, access concerns, alarms, and requests for assistance, using established escalation procedures and clear communication. Experienced with credential checks, **suspicious activity** reporting, shift records, emergency response, and coordination with nursing staff, facilities personnel, and security supervision. CPR and AED certified, dependable for afternoon and evening coverage, and prepared to contribute steady judgment, careful documentation, and welcoming service in a healthcare setting.

EXPERIENCE

Healthcare Security Officer

Summit Care Security Group 📅 January 2025 - Present 📍 Akron, OH

Supports hospital campus security across interior and **exterior areas**, access points, patient facing spaces, parking zones, and **building perimeters**. Coordinates with nursing staff, facilities personnel, security supervision, patients, visitors, employees, and vendors during routine operations and urgent situations.

- Conducted unarmed hospital patrols across entrances, corridors, waiting areas, parking zones, and exterior perimeters.
- Verified visitor and vendor credentials at designated **access points**, escalating unauthorized activity through site procedures.
- Stabilized disruptive behavior and access concerns through calm communication, established escalation, and timely supervisor notification.
- Guided patients, families, staff, and vendors while preserving security awareness throughout a busy **healthcare environment**.
- Recorded **patrol activity** and incident details in shift records, supporting clear follow up between supervisors.
- Coordinated urgent responses with nursing staff, facilities personnel, and **security supervision** around defined security boundaries.

Security Officer

Cuyahoga Public Safety Services 📅 August 2023 - December 2024 📍 Cleveland Heights, OH

Provided **unarmed security** coverage across public facing facilities, combining scheduled patrols, randomized checks, access observation, incident reporting, and courteous visitor support. Adjusted patrol priorities for site conditions while maintaining dependable afternoon and evening post coverage.

- Completed scheduled and **randomized patrols** across **entrances**, common areas, parking lots, and exterior grounds.
- Challenged irregular entry appropriately, protecting restricted areas without disrupting authorized **visitors** or facility operations.
- Responded to alarms, service requests, and minor incidents, notifying supervisors or emergency resources when needed.
- Prepared clear reports covering **observations**, actions, involved parties, and follow up needs for shift handoffs.
- Answered visitor questions and explained access expectations with courteous, practical **customer service**.
- Maintained dependable afternoon and evening coverage, adapting patrol priorities to changing site conditions.

Conflict De escalation

Professional Communication

Facility Awareness Public Safety

LANGUAGES

English Native

Spanish Intermediate

MY CAREER



● Healthcare Security Officer at Summit Care Security Group (1.8 Years)

● Security Officer at Cuyahoga Public Safety Services (1.3 Years)

PROJECTS

Healthcare Access Review 📅 2025

Reviewed visitor and vendor access routines across hospital entry points, identifying practical ways to support credential checks, clear communication, and orderly movement.

Patrol Reporting Practice 📅 2024

Created a consistent approach for recording patrol observations, incident details, actions taken, and follow up needs across public facing facilities.

LEADERSHIP & AWARDS

- Recognized by healthcare security supervision for calm support during disruptive behavior and access concerns.
- Selected by facility teams as a dependable partner for clear reports, respectful visitor guidance, and steady post coverage.
- Earned CPR and AED certification through American Red Cross training in 2025.

EDUCATION

High School Diploma

Firestone Community Learning Center 🎓 GPA: 4.0 📅 2023 📍 Akron, OH

Coursework: Communication, public safety, customer service, emergency procedures

CERTIFICATIONS

- CPR Certification 📅 2025
- AED Certification 📅 2025

TECHNICAL SKILLS

- **Patrol Operations:** Interior Patrols, Exterior Patrols, Randomized Patrols
- **Access Control:** Credential Checks, Visitor Screening, Vendor Access
- **Incident Response:** Incident Calls, Assistance Calls, Suspicious Activity
- **Emergency Procedures:** Emergency Response, Alarm Response, Escalation Procedures
- **Healthcare Security:** Hospital Security, Patient Areas, Facility Perimeters
- **Security Reporting:** Patrol Records, Incident Reports, Shift Handoffs
- **Customer Service:** Patient Support, Visitor Guidance, Vendor Communication
- **Communication:** Clear Communication, Radio Communication, Supervisor Notification
- **Patrol Locations:** Entrances, Parking Areas, Common Areas
- **Credentials And Licensing:** Security Licensing, Credential Verification, Driver License

PROFESSIONAL AFFILIATIONS

- Healthcare security operations, supporting patients, visitors, employees, vendors, and facility representatives.
- Public safety facility coverage, with continued focus on access control, patrol visibility, incident reporting, and service.

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST