

# Krystal Portee

Fort Pierce, FL 34947

[blackchyna1983@gmail.com](mailto:blackchyna1983@gmail.com)

+1 772 647 0157

Authorized to work in the US for any employer

## Work Experience

---

### **Operations Specialist**

Teleperformance-Remote

March 2025 to April 2025

Temp Operation Specialist for Intuit Contract. Verify customers access customers. Profile assist customers on uploading documents assisting with the right product, transferring escalating troubleshooting.

### **Security Officer**

Allied Universal-Fort Pierce, FL

August 2024 to January 2025

Security Officer at Lawnwood Hospital

- Patrolled assigned areas to ensure the safety and security of premises, personnel, and visitors
- Responded promptly to incidents, emergencies, and alarms, taking appropriate action as necessary
- Implemented access control measures by verifying identification credentials for individuals entering restricted areas
- Maintained a professional and courteous demeanor while interacting with employees, visitors, and contractors

### **Custody Technician**

Wellpath-Indiantown, FL

November 2022 to May 2024

Monitor CCTV, Surveillance, inventory, conduct visitation and maintain a secure environment

- Monitored surveillance cameras and alarm systems to detect any suspicious activity or potential threats
- Maintained accurate records of daily activities including incident reports, shift logs, and visitor logs
- Coordinated with external vendors for maintenance of security equipment such as CCTV cameras
- Demonstrated proficiency in using various security equipment such as metal detectors, X-ray machines, etc
- Closely monitored access points including gates, doors, windows, etc., ensuring they were secure at all times

### **Enrollment Specialist**

Convey Health Solutions-Port Saint Lucie, FL

August 2023 to March 2024

Remote customer service for OTC members. Verify benefits and membership services. Place orders for customers

- Built strong relationships with customers through active listening and empathy, resulting in an XX% decrease in customer complaints
- Assisted customers with product selection, order placement, and tracking shipments, ensuring accurate and timely delivery

- Utilized CRM software to document customer interactions and maintain accurate records for future reference
- Provided exceptional customer service by promptly responding to inquiries and resolving issues, resulting in a XX% increase in customer satisfaction

## **HR Assistant**

American Protection Services and Investigations.-Orlando, FL

May 2021 to October 2021

Assist the HR manager in making files, organizing files, answering phone calls, calling potential candidates for interviews, and also entering new hires into our company system.

- Assisted in the recruitment process by posting job openings, reviewing resumes, and scheduling interviews, resulting in a XX% reduction in time-to-fill vacancies
- Managed the onboarding process for new employees, ensuring a smooth and positive experience and facilitating their integration into the company culture
- Facilitated employee orientations, providing information on company policies, benefits, and expectations, and addressing any questions or concerns
- Managed the filing and organization of HR documents, ensuring accessibility and compliance with document retention policies
- Utilized HRIS (Human Resources Information System) to input and retrieve employee information accurately, contributing to the efficiency of HR operations
- Provided administrative support to the HR department, efficiently managing calendars, scheduling appointments, and coordinating meetings

## **Security Officer**

Disney World's Hollywood Studios-Orlando, FL

October 2019 to April 2021

Search bags, metal detector, be very attentive, and maintain a safe environment for guest

- Patrolled assigned areas to ensure the safety and security of premises, personnel, and visitors
- Responded promptly to incidents, emergencies, and alarms, taking appropriate action as necessary
- Conducted thorough inspections of vehicles, bags, and personal belongings to prevent unauthorized items from entering the premises
- Implemented access control measures by verifying identification credentials for individuals entering restricted areas
- Provided excellent customer service by assisting visitors with directions or information about the facility's policies and procedures
- Managed crowd control during special events or high-traffic periods while maintaining a calm environment for all attendees
- Utilized strong observation skills to identify suspicious behavior or individuals who may pose a threat
- Conducted routine patrols both indoors and outdoors at scheduled intervals throughout shifts

## **Foodservice**

Sodexo-Orlando, FL

May 2019 to October 2019

Prep serve and cashier. Make sure area remained cleaned and items stocked.

- Maintained cleanliness and sanitation standards in the kitchen, dining area, and food preparation areas
- Operated cash registers accurately for order processing and payment transactions
- Assisted with inventory management by monitoring stock levels, rotating products, and restocking supplies as needed
- Prepared and served food and beverages to customers in a timely and efficient manner
- Provided excellent customer service by addressing customer inquiries, concerns, and special requests
- Prepared and served food and beverages to customers in a timely and efficient manner

- Maintained cleanliness and sanitation standards in the kitchen, dining area, and food preparation areas
- Operated cash registers accurately for order processing and payment transactions
- Provided excellent customer service by addressing customer inquiries, concerns, and special requests
- Cleaned workstations before, during, and after each shift to maintain a clean working environment

### **Companion/ Private Duty**

Lillie's House of Joy-Okeechobee, FL  
November 2016 to January 2019

Doctors appointments, minor house work, community activities, and errands.

- Collaborated with healthcare team members to develop individualized care plans based on client needs and preferences
- Managed medical appointments, transportation, and medication refills for clients in accordance with prescribed schedules
- Supported clients in engaging in social activities, hobbies, and exercises to promote mental stimulation and physical health
- Maintained accurate documentation of client progress, including daily activities, meals consumed, medications administered, etc

### **Companionship / Private Duty**

Treasure Coast Employment Services-Stuart, FL  
August 2014 to November 2016

Responsibilities

Assist client with minor house work, take client to doctors appt., take client out in to community, and assist client with shopping. Budgeting money

Accomplishments

CPR, First Aid, Bill of Right, Zero Tolerance, Competency, etc.

Skills Used

Hands on with the clients with disability. Some clients need more assistance than other

### **Crew Member/Cashier**

McDonalds-Indiantown, FL  
September 2013 to May 2014

Responsibilities

Take orders and serve customers.

### **Custody Tech**

GeoCare TCFTC-Indiantown, FL  
December 2007 to December 2011

Responsibilities

Surveillance, operate monitors, conduct a daily log, inventory, conduct visitation on weekends, and maintain a safe environment.

### **Food Service Worker**

Geocare TCFTC-Indiantown, FL  
April 2007 to December 2007

Responsibilities

Prep for breakfast and lunch, deliver trays to residents, also serve staff, wash dishes and maintain a clean kitchen

Accomplishments

In Dec. I was promoted to security to take a job as Custody Tech. I have many skills to accomplish becoming an officer.

#### Skills Used

Inventory of trays and residents. Special diets to residents with needs. Inventory of food and drinks.

## Education

---

### **High school diploma in Nursing**

Martin County High School-Stuart, FL

### **College in Cosmetology/ Barbering**

Palm Beach Beauty and Health Academy-Palm Beach, FL

September 2022 to December 2024

## Skills

---

- Cash register (10+ years)
- Microsoft Office (10+ years)
- Hospital experience (1 year)
- Microsoft Excel (10+ years)
- Communication skills (10+ years)
- Payroll (1 year)
- QuickBooks (10+ years)
- Guest services (10+ years)
- Security (10+ years)
- Human resources (1 year)
- Employee Orientation (1 year)
- Windows (10+ years)
- Typing (10+ years)
- Surveillance (10+ years)
- Interviewing (1 year)
- Home Care (10+ years)
- Driving (10+ years)
- CCTV (10+ years)
- Customer service (10+ years)
- Front desk (10+ years)
- Meal Preparation (10+ years)
- Restaurant experience (10+ years)
- Medical terminology (2 years)
- Recruiting (1 year)

## Certifications and Licenses

---

**Class D Security**

**Driver's License**

**First Aid Certification**

**AED Certification**

**CPR Certification**