

Miguel Ortega

Community Service Officer

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Summary

Community service officer with nearly 2 years in a 120-officer city police department, taking cold reports, handling parking enforcement and directing traffic at collision scenes. Brings strong report writing, bilingual English and Spanish customer service, and calm communication skills to every call.

Experience

02/2025 - Present
Fresno, CA

Community Service Officer

- Fig Garden Police Department
Non-sworn field position supporting patrol in a city department serving 95,000 residents.
- Complete **40+** cold reports a month for theft, vandalism and vehicle burglary in the records management system.
 - Conduct parking enforcement across a 6-square-mile area and tow about 90 abandoned vehicles a year.
 - Direct traffic control at collision scenes and write collision reports for about 15 non-injury crashes a month.
 - Perform evidence collection at property crime scenes, photographing and booking items for detectives.

09/2022 - 01/2025
Fresno, CA

Security Officer (Part-Time)

- Shaw Avenue Security Group
Part-time overnight security for apartment communities while in college.
- Monitored 3 apartment complexes on overnight shifts and logged 20+ incident reports a month.
 - Resolved noise and parking disputes between residents, calling police on only 5 of 120 cases.
 - Delivered customer service at the gate office in English and Spanish, issuing 400 visitor passes a month.

Skills

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|-----------------------|-----------------------|------------------------|
| • Report Writing | • Evidence Collection | • CPR |
| • Parking Enforcement | • Collision Reports | • Customer Service |
| • Traffic Control | • Records Management | • Communication Skills |

Education

12/2024
Fresno, CA

Bachelor of Science
California State University, Fresno
Criminology

Certificates

04/2025

PC 832 Arrest Course
California Commission on Peace Officer Standards and Training (POST)

02/2025

CPR/AED and First Aid
American Red Cross