

ROBERT SMITH

Detention Officer/911 Dispatcher

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Motivated, multi-faceted Army veteran with multiple deployments and a successful track record of personnel and property management. Talent for quickly learning new responsibilities and leading groups. Diplomatic and tactful with professionals and non-professionals at all levels. Flexible and versatile - able to maintain a sense of urgency and focus under pressure. Poised and competent with demonstrated ability to easily transcend cultural differences.

EXPERIENCE

Detention Officer/911 Dispatcher

ABC Corporation - MARCH 2012 - OCTOBER 2014

- Received 911 calls and dispatched required entities to include Fire, EMS, Police and other emergency personnel support for the whole county.
- Answer multi-line telephone, dispatched units via radio, kept accurate call records, and performed pre-arrival medical directions.
- Effectively communicated with callers on a daily basis with all types of high stress, life or death situations.
- Prepared hand-written call log that provides an extremely detailed and accurate written statement of events and times for every incident and all run reports for all agencies used.
- Maintained current Emergency Medical Dispatcher and CPR/AED Certifications.
- HIPAA Education as well as under strict patient and caller privacy standards.
- Daily use of computer software systems that are used for word processing, mapping, cell phone pinging, vehicle tracking, and giving life-saving medical instruction.

911 Dispatcher

ABC Corporation - JULY 2013 - SEPTEMBER 2013

- Responsibilities My responsibilities included answering emergency and non-emergency phone calls.
- Recording pertinent information about each call into a computer system, and dispatching proper first responders as needed
- Also, I was tasked with updating the national database computer with certain items pertaining to cases
- Another office related task such as using a copier or fax machine was also an important part of the job
- Skills Used This job required excellent communication skills by using listening, phone, and typing skills
- As well as a knowledge of office related equipment
- This job also required being able to cope with very stressful

situations.

EDUCATION

- Diploma in General Studies - (SAN ANDREAS HIGH SCHOOL - Highland, CA) Psychology/ Sociology - (COLUMBIA COLLEGE - Fort Leonard Wood, MO)

SKILLS

Microsoft office, Excel, Spreadsheet, and Outlook.