

# Captioning Assistant

# ROBERT SMITH

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## Objective

To secure a position in the organization that offers challenge and opportunity for my career development and at the same time serve the organization to the best of capabilities.

## Skills

Customer Service Experience, Telephone Etiquette, Cash Handling, Copying, Faxing, Team Player.

## Work Experience

### Captioning Assistant

**Hamilton Relay** - 2015 - 2020

- Attend job-appropriate meetings and training sessions.
- Monitor technical issues on calls and report to appropriate staff.
- Sign and abide by Hamilton Relay Service Confidentiality Agreement, even after employment is termed.
- Responsible for reporting/escalating issues and problems through the appropriate channels.
- May be called upon to assume greater responsibility as business needs dictate.
- Requires minimum supervision to monitor activity and direct goal achievement.
- Provide quick and accurate captions for telephone conversations of captioned telephone clients using voice recognition applications.

### Captioning Assistant

**Delta Corporation** - 2009 - 2013

- Captioning assistant for a captioning telephone providing the customer with captions of their callers by using voice recognition technology and .
- Helped the deaf and hard-of-hearing be able to communicate over the phone and stay in touch with family and friends meeting the requirements of .
- Captioning live voice calls for the hearing impaired community , typing, and customer service Accomplishments Entry level data entry clerk Skills .
- Adapted to multitask heavy workplace Trusted with confidential information and resources Positive response and implementation of supervisor critiques.
- Accepted live calls of clients that are hearing impaired or hard of hearing.
- Captioning the call so the client is able to read the conversation.
- Provide live phone captioning for customers telephone conversions for the hearing impaired, listening to phone conversions and repeating conversion .

## Education

Diploma - 2003(Albany State University - Albany, GA)