

ROBERT SMITH

Asst. Captioning Assistant

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SUMMARY

Prior experience in office work, including patient registration, psych one on one patient observation, as well as basic clerical/receptionist duties; answering calls, relaying messages, greeting clients, collecting copays & deposits.

SKILLS

Microsoft Office, Microsoft Word, Microsoft Excel, Typing, Powerpoint, Sales, Customer Service, Administrative, Written Communication, Communications.

WORK EXPERIENCE

Asst. Captioning Assistant

CapTel Service Specialists - July 2015 – 2020

- Captioning the phone calls for the hearing impaired that are then fed to their CapTel phone unit.
- The clients are then able to read the conversations that I am captioning from their callers.
- We do this for both residential customers, as well as commercial customers.
- Would also manage the call que for management when asked.
- This would entail taking a head count of representatives on the floor and routing the calls where there was ample staff.
- We have 5 different units in the building with over 150 representatives at any time.
- Handle inbound calls back to back.

Captioning Assistant

Delta Corporation - 2014 – 2015

- Provided accurate and timely captions for the hard of hearing client Prioritize the workflow and coordinate progress with other captioners Performed .
- Relayed telephone conversations for the hearing impaired using voice recognition software.
- Caption live telephone calls for deaf or hard of hearing clients who have the CapTel phone.
- Provide captions for the hard of hearing and deaf community.
- Making sure captions are accurate.
- Responsible for timely, accurate, professional transcribing of telephone calls in call center environment.
- Intense multi-tasking, including listening to a telephone call, repeating what is being said into voice recognition software, reviewing for errors, .

SCHOLASTICS

- Associate of Arts in General Studies - 2014(Seminole State College of Florida - Sanford, FL)