

# ROBERT SMITH

## Associate Captioning Assistant

[info@qwikresume.com](mailto:info@qwikresume.com) | [LinkedIn Profile](#) | [Qwikresume.com](#)

To obtain a rewarding and challenging position where I may utilize my strengths and continue to learn and grow within your organization.

## EXPERIENCE

### Associate Captioning Assistant

#### ABC Corporation - JANUARY 2014 - SEPTEMBER 2014

- Operate captioning software to provide reliable and verbatim captions to customers.
- To follow diligent guidelines and FCC standards and protocol while captioning client phone calls while maintaining a professional and adhering to the confidentiality requirements strictly.
- Operated Windows based systems with multiple programs including a speech recognition software to quickly caption customer calls.
- Scanned and edited the dialouge quickly and effciently to verbatim of company standards.
- Adhered to a strict confidentiality agreement for all call content.
- Responsible for providing quick and accurate captions for telephone conversations of caption telephone clients using voice recognition applications.
- Maintain the captel call center quality standards for accuracy and speed.

### Captioning Assistant

#### Delta Corporation - 2009 - 2014

- Full-time captioning that required me to stay focused and maintain a quality level of work for long periods of time.
- Provided live telephone captions for people with impaired hearing.
- Uses voice recognition technology to assist the hard of hearing.
- Reads and types at required speeds in order to effectively re-voice telephone conversations.
- Keeps complete confidentiality with all clients.
- Maintains a sanitary and professional work space at all times.
- This is Dummy Description data, Replace with job description relevant to your current role.

## EDUCATION

- BA in Film/Digital Media - 2010(University of Central Florida - Orlando, FL)



## **SKILLS**

Inventory Management, Customer Service, Financial Background, Microsoft Office Suite, Cash Handling Experience.