

# Robert Smith

## Lead Captioning Assistant

### PERSONAL STATEMENT

Highly motivated Assistant Editor for employment in the Honolulu, HI office. AECOM is pleased to include you in a unique development opportunity, the Graduate Development Program (GDP).

### WORK EXPERIENCE

#### **Lead Captioning Assistant**

**ABC Corporation - January 2015 - February 2015**

##### *Responsibilities:*

- Provide quality captions for people hard of hearing or with listening disabilities Accomplishments dedication.
- Little to no interaction with others, so I was required to set and adhere to my own schedule.
- Third party contractor to the FCC, which means I had to follow a certain set of government mandated quality standards and confidentiality laws.
- Caption fast paced calls, which allowed to increase abilities to read, type, and proofread in a quick and accurate manner.
- Employees were frequently tested with prerecorded scripts to determine average speed and error rate.
- Multitask (hear audio, voice what was heard, proofread developing captions.
- Provide real time telephone captions to members who are hard of hearing by listening to their phone conversations and repeating back what i hear. Without this technological capability, the members would not be able to talk to their family and friends, doctor or even make dinner reservations.

#### **Captioning Assistant**

**Delta Corporation - 2010 - 2015**

##### *Responsibilities:*

- Provided quick and accurate captions for telephone conversations of Captioned Telephone clients using voice recognition applications.
- Able to understand computer application used in workstation and troubleshoot problems when necessary.
- Caption telephone calls for the hearing impaired.
- Use voice to text software to assist people that are hard of hearing, type in corrections for mistakes Accomplishments Learned to work completely .
- Used voice-to-text software to caption phone calls for the deaf and hard of hearing.
- Maintained call confidentiality both in and outside of the workplace.
- Reviewed performance with supervisors on a daily basis.

### **CONTACT DETAILS**

1737 Marshville Road,  
Alabama  
(123)-456-7899  
info@qwikresume.com  
[www.qwikresume.com](http://www.qwikresume.com)

### **SKILLS**

Sales and Service,  
Excellent verbal & reading , Strong spelling & recall ability, Precise Accuracy, Comfortable with new technology , Multi-tasking, Licensed Security guard , Cash Handling.

### **LANGUAGES**

English (Native)  
French (Professional)  
Spanish (Professional)

### **INTERESTS**

Climbing  
Snowboarding  
Cooking  
Reading

### **REFERENCES**

Reference - 1 (Company Name)  
Reference - 2 (Company Name)

## Education

BS in Forensic Science - 2010(Albany State University - Albany, NY)