

## Captioning Assistant II

# ROBERT SMITH

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## Objective

Professional with experience in office administration, customer service, and progressively greater responsibilities. Major strengths include: Experienced in office administration and customer service. Over 3 years experience as a Data Entry Clerk. Highly proficient with Microsoft Office tools and web-based applications.

## Skills

Microsoft Office, Spanish, Customer Service, Phone Etiquette.

## Work Experience

### Captioning Assistant II

**ABC Corporation** - September 2014 – December 2014

- Responsible for providing live telephone captioning on customers telephone conversations for the deaf and hard of hearing community.
- Listened to the phone conversations and vocally repeat the conversation back, as it happens, into a high tech voice recognition technology.
- Maintained a high level of accuracy and speed.
- Attend job-appropriate meetings and training sessions.
- Monitor technical issues on calls and report to appropriate staff.
- Ensured the highest level of quality service is delivered to all consumers with a calm demeanor.
- Managed time and productivity to exceed company standards.

### Captioning Assistant

**Delta Corporation** - 2010 – 2014

- Confidentially, quickly, and accurately caption live phone conversations.
- Captioned telephone calls for the hearing impaired.
- Maintained complete confidentiality of call content, including personal financial and medical information.
- Worked in a fast-paced environment with high call volume originating from all 50 states.
- Utilized excellent literacy skills to consistently achieve a 100% rate of spelling and grammatical accuracy in an unpredictable and strenuous call .
- Captioned, typed, and revoiced live telephone calls for captel clients.
- Captioning phone calls for clients who are hard of hearing.

## Education

Business Administration - 2004(ASCENSION TECHNICAL COLLEGE - Gonzales, LA)