

Robert Smith

Captioning Assistant/Manager

PERSONAL STATEMENT

To obtain a position that will enable to use education, training, and work experience to achieve success. Highly organized and detailed-oriented. Looking to gain additional experience and a company to grow with.

WORK EXPERIENCE

Captioning Assistant/Manager

Captel Service Specialists - February 2015 - 2020

Responsibilities:

- Relaying live phone calls for the deaf and/or hard of hearing.
- Job consisted of typing and revoicing for the customers.
- Coaching new employees who were put on the floor for live phone calls or who needed more practice/improvement.
- Requirements had to meet under 3% accuracy and over 135 words per minute.
- Random monitors of live phone calls took place daily.
- Lilstened to the person who was able to hear.
- Once heard them talking would repeat what was said.

Captioning Assistant

Delta Corporation - 2011 - 2015

Responsibilities:

- Answer incoming calls and caption the call content accurately and fully for the Captel client.
- Operate voice recognition programs Provide quick accurate captions for deaf and hard of hearing Call center experience.
- This position consists of me navigating through a technology system and captioning conversations so that I can revoice them through a caption .
- This is a call center setting that requires me to listen to people as well as entering information on a keyboard frequently.
- Interact with a variety of people from all over on a daily basis.
- Relayed telephone calls for deaf and hard of hearing clients Skills Used typing skills.
- Captioned telephone conversations for the hearing impaired.

Education

medical assisting - June 2009(Keiser college - Orlando, FL)

CONTACT DETAILS

1737 Marshville Road,
Alabama
(123)-456-7899
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www.qwikresume.com

SKILLS

Administration, Clerical,
Typist.

LANGUAGES

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

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

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