

ROBERT SMITH

Central Station Operator

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SUMMARY

A highly equipped Central Station Operator with experience in performing a variety of administrative and staff support duties, which require a broad range of knowledge and skills. Ability to create a positive impression of my company through efficient and professional interactions.

SKILLS

Self-Motivated, Proficient In Windows OS, Multi-line Phone Systems, Detail-Oriented.

WORK EXPERIENCE

Central Station Operator

ABC Corporation - October 2004 – June 2005

- Scheduled and dispatched workers, work crews, equipment, and service vehicles to appropriate locations according to customer requests, specifications and needs,
- Conferred with customers and supervised personnel in order to address questions, problems and requests for service and equipment.
- Relayed work orders, messages and information to and from work crews, supervisors and field inspectors.
- Prepared daily work and ran schedules.
- Arranged for necessary repairs in order to restore service.
- Received and prepared work orders.
- Recorded and maintained files and records of customer requests, work, and services.

Central Station Operator

Delta Corporation - 2011 – 2012

- Responsible for dispatching appropriate authorities as well as getting customers technical help from other departments if needed. Dispatched Police, Fire, and Emergency departments when needed.
- Provided notification of an emergency dispatch for customers.
- Monitored burglar and fire alarm signals. Monitored multiple security alarms.
- Updated and filed clients accounts.
- Entered data of new clients, assisted clients.
- \${job_description26}
- \${job_description27}

SCHOLASTICS

- General - 1997(Marple Newtown High School - Newtown Square, PA)