

# ROBERT SMITH

## Central Station Operator

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To process incoming customer alarms from the monitoring facility and dispatched per procedure are law enforcement, fire department, or rescue units.

## EXPERIENCE

### Central Station Operator

**ABC Corporation - AUGUST 2008 - JUNE 2012**

- Regularly worked extra shifts.
- Monitored and documented all alarms.
- Contacted customers regarding alarms received.
- Received continuous training and performed data entry. Notified authorities by telephone of need for corrective actions.
- Notified repair service of equipment malfunctions.
- Got on the job customer device classes to enhance the quality of the customers.
- Saved homes and peoples lives by dispatching properly.

### Central Station Operator

**Delta Corporation - 2014 - 2015**

- Monitored alarms, customer service via telephone, data entry.
- Monitored surveillance cameras and alarms.
- Handled various and numerous alarms at a high pace by using proper procedures and dispatching authorities when necessary.
- Assisted customers with their alarm systems and general troubleshooting.
- Acted as a project manager for large customer acquisitions.
- Responsible for processing Commercial and Residential Fire, Burglary, Video, and Medical per the customers instructions. Called customers to ensure their safety when alarm systems were activated and answer incoming calls.
- \${job\_description27}

## EDUCATION

- - December 2006(Columbia College - Syracuse, NY)

## SKILLS

Time Management Skills, Microsoft Office, Records Management.

