

Central Station Operator

ROBERT SMITH

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Objective

To acquire a position that will utilize the skills values acquired from my previous assignments. Over 5 years of experience in the customer service, hospitality, retail, and security industry as well as administrative support as an office clerk and receptionist.

Skills

Data Entry, Law Enforcement, MS Office.

Work Experience

Central Station Operator

Midwest Alarm - January 2008 – 2010

- Directed calls in support of customer needs.
- Troubleshoot issues with alarm equipment over the phone, Creating tickets for service and orders.
- Trained new employees.
- Entered customer information into the database.
- Placed systems on standby for maintenance and testing.
- Notified police and fire department of alarms.
- Received incoming calls regarding basic troubleshooting & usage of the panel.

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Delta Corporation - 2012 – 2014

- Answered multiple phone lines and dispatch accordingly for emergencies.
- Responsible for receiving incoming alarm signals and dispatching the proper authorities.
- Audited newly installed systems to check for accuracy,.
- Collaborated with county and city police/fire emergency dispatch to send police/fire department to emergency signals.
- Maintained commercial & residential accounts with coworkers for new and existing customers so all records are up to date.
- Trained new employees and retrained old employees with basic operations, new procedures, new software, and streamlined procedures. Properly documented all responses for the alarm within the alarm monitoring software.
- `{job_description27}`

Education

network administration - (Southeast Technical Institute)