

# ROBERT SMITH

## Emergency Communications Dispatcher

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

### SUMMARY

Recently earned a B.S. in Criminal Justice, seeking a position which will utilize all acquired skills, abilities, and areas of expertise as follows: Criminal Justice Staff Training/Supervision Corrections Law Enforcement Risk, etc.

### CORE COMPETENCIES

Typing 70 Wpm, Team Player, Efficient Leadership, & Data Entry, Exceptional Communications, & Stress Management Microsoft Word, Excel, Outlook.

### PROFESSIONAL EXPERIENCE

#### Emergency Communications Dispatcher

**Baltimore City Police Department - December 2005 – June 2020**

##### Key Deliverables:

- Provided emergency medical instructions to callers.
- Answered routine inquiries, and refer calls not requiring dispatches to appropriate departments and agencies.
- Read and effectively interpret small-scale maps and information from a computer screen to determine locations and provide directions.
- Learned material and pass the required tests for certification.
- Determine response requirements and relative priorities of situations, and dispatch units in accordance with established procedures.
- Entered emergency data into the Computer Aided Dispatch system such as name, address, nature of the problem, telephone number, location of trouble, date, time, incident codes, and other information pertinent to the emergency.
- Utilized the Professional quality assurance system to enter medical and fire emergency calls.

#### Emergency Communications Dispatcher

**Delta Corporation - 2000 – 2005**

##### Key Deliverables:

- Responsible for dispatching calls to appropriate personnel.
- Proficient in Police Fire and Medical Protocols dictated by E911.
- Data entry into the NCIC, National Crime Information Center, for all warrants, thefts, missing persons, runaways, and any B.O.L.O.s, (be on the look-).
- Crises management with multiple live communication monitors.
- General Duties Responsible for dispatching calls to appropriate personnel.
- Proficient in Police Fire and Medical Protocols dictated by E911.
- Data entry into the NCIC, National Crime Information Center, for all warrants, thefts, missing persons, runaways, and any B.O.L.O.s, (be on the look-).

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### EDUCATION

- Nursing - (Lansdowne High School Lansdowne - Catonsville, MD)