

ROBERT SMITH

Emergency Communications Dispatcher

E-mail: info@qwikresumc.com

Phone: (0123)-456-789

SUMMARY

Highly qualified Emergency Communications Dispatcher with experience in the industry. Enjoy creative problem solving and getting exposure on multiple projects, and would excel in the collaborative environment on which your company prides itself.

SKILLS

Microsoft Office.

WORK EXPERIENCE

Emergency Communications Dispatcher

ABC Corporation - April 2005 – November 2007

- Used software tools including GCIC NCIC Terminal Operator Certification Microsoft Office
- Questioned callers to determine location, nature of the problem, type of response needed.
- Dispatched calls for law enforcement, fire, ambulance.
- Recorded and processed dispatches, arrest warrants, citations, details of calls.
- Determined the response requirements and priorities of situations.
- Operated 3 multi-channel radio consoles.
- Maintained information regarding wanted persons, stolen property, vehicle registration, stolen vehicles, missing persons, emergency situations.
- Relayed call information involving direct radio communication with field personnel.

Emergency Communications Dispatcher

Delta Corporation - 2004 – 2005

- Answer 911 calls for fire and medical Assist customers with information involving the fire dept.
- Provide professional customer service to the callers.
- Performed responsible communications, dispatching and related work for the County Emergency Communications Center and the Sheriffs Dept Filed and .
- Received reports from the public with information regarding crimes, disturbances, fires, and medical or police emergencies while operating radio, .
- Relayed information to law enforcement and emergency response personnel and maintained contact with the caller to provide pre-arrival instructions .
- Monitored alarm system signals that indicated the location of fires or other emergencies.
- Answered emergency calls within the Bell County, which included 54 Police, Fire, and EMS agencies, while operating radio, telephone, and computer .

SCHOLASTICS

- MS Nursing in Nursing - January 2014(Georgia Military College, Wiregrass Technical College - Valdosta, GA)