

# ROBERT SMITH

## Emergency Communications Dispatcher

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A professional with a Bachelors of Business Administration Degree; major in accounting with over 20 years of experience seeking a full- or part-time position; focused on providing accurate and confidential customer service, office and record keeping support. However, not opposed to a life-changing career in an alternative type of employment and environment; working in a more casual, hands-on environment with varying day to day schedules and routines.

## EXPERIENCE

### Emergency Communications Dispatcher

#### ABC Corporation - FEBRUARY 2015 - JUNE 2016

- Handled all incoming calls for city, county, and state law enforcement officers, fire department personnel, and local EMS personnel while also taking calls from other agencies requesting confirmation on warrants.
- Oversaw subject names and vehicle license plates on traffic stops or officer calls for service.
- Managed and monitored radio traffic and respond as necessary.
- Maintained contact with police personnel and tracked their status at network locations.
- Monitored and operated the 911 emergency and non-emergency service telephones.
- Operated and monitored local, state (ACIC), and national (NCIC) crime information computer systems.
- Fielded and distributed emergency and non-emergency calls.

### Emergency Communications Dispatcher

#### Delta Corporation - 2010 - 2015

- Receive emergency and non-emergency calls and efficiently gather, evaluate, prioritize, and documents information from callers.
- Dispatches police, fire, and airfield operations field units to specific locations using a computer aided dispatch system and related equipment.
- Receives and disseminates information from other law enforcement and emergency service computer networks related to jurisdictional notices of wanted .
- Fielded and distributed emergency and non-emergency calls.
- Emergency dispatch for OPD.
- Operate computer, radio consoles and teletype.
- Customer service and clerical skills.

## EDUCATION

- Pre-Requisites for RMCC Nursing Program; Medical terminology & A&P 1 in Nursing - 2013(Cossotot Community College - UofA DeQueen Campus - DeQueen, AR)

## SKILLS

Microsoft Office Suite Data Entry.