

Robert Smith

Emergency Communications Dispatcher

PERSONAL STATEMENT

Seeking a career providing customer service, utilizing administrative duties including computers and phones while working a stable work schedule full time with competitive pay.

WORK EXPERIENCE

Emergency Communications Dispatcher

Port Of Portland - April 2003 - June 2020

Responsibilities:

- Monitored and respond to emergency phone calls.
- Dispatch police and fire units in an efficient manner to emergency and non-emergency service calls.
- Monitored the status of police officers and their locations throughout the airport.
- Utilized a Computer Aided Dispatch system (CAD) to enter and dispatch calls for service.
- Operated a two-way radio system in order to receive and communicate information to department personnel.
- Checked drivers license records, vehicle registrations, stolen article files, warrants, criminal histories, and missing person lists utilizing several computer systems including LEDs and NCIC.
- Monitored fire alarm and access control systems for the airport terminal and surrounding buildings.

Emergency Communications Dispatcher

Delta Corporation - 2001 - 2003

Responsibilities:

- Answer and dispatch both 911 & non-emergency law enforcement calls.
- Determine response requirements and relative priorities of situations and dispatch units in accordance with established procedures.
- Enter, update, and retrieve information from teletype networks and computerized data systems regarding such things as wanted person, stolen property, .
- Use extensive public service skills in gathering information and assisting the public as well as several other agencies.
- Handle high volume Emergency, Non-Emergency as well as various other calls for service via landline Enter Emergency and Non-emergent calls for .
- Performed emergency dispatching for the state of VT.
- Maintained composure in order to make appropriate and timely decisions when reacting to a variety of situations that may endanger the lives of the .

CONTACT DETAILS

1737 Marshville Road,
Alabama
(123)-456-7899
info@qwikresume.com
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SKILLS

Type 75-85 WPM,
Microsoft Office.

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference - 1 (Company Name)
Reference - 2 (Company Name)

Education

Diploma - May 2012(American Public University)