

ROBERT SMITH

Emergency Communications Dispatcher

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

SUMMARY

Seeking to contribute keen attention to detail and problem-solving abilities to gain a remote Patient Care Coordinator position while utilizing strong data entry skills and pharmaceutical knowledge. Ready and able to commit to working full-time after completing the role as a family member's caregiver for the last 9 months.

CORE COMPETENCIES

Emergency Medical Technician, Certified Nursing Assistant, Management.

PROFESSIONAL EXPERIENCE

Emergency Communications Dispatcher

ABC Corporation - May 2004 – November 2007

Key Deliverables:

- Determined response requirements, relative priorities of situations, and dispatch units in accordance with established procedures.
- Recorded details of calls, dispatches, and messages.
- Questioned callers to determine their locations, and the nature of their problems to determine the type of response needed.
- Entered, updated, and retrieved information from teletype networks and computerized data systems regarding such things as wanted persons, stolen property, vehicle registration, and stolen vehicles.
- Scanned status charts and computer screens, and contacted emergency response field units to determine emergency units available for dispatch.
- Relayed information and messages to and from emergency sites, to law enforcement agencies, and to all other individuals or groups requiring notification.
- Received incoming telephone or alarm system calls regarding emergency and non-emergency police and fire service, emergency ambulance service, information, and after-hours calls for departments within a city.

Emergency Communications Dispatcher

Delta Corporation - 2001 – 2004

Key Deliverables:

- Currently ranked as a emergency communications dispatcher 3.
- Received complaints from public about crimes and emergencies.
- Broadcasted orders to deputies in vicinity of complaint to investigate.
- Operated radio, telephone, and computer equipment to receive reports of fires and medical emergencies and relayed information or orders to emergency.
- Answered 911 calls and dispatched for over 20 county agencies and local municipalities - Police,.

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- Assist both citizens/law enforcement with emergent/non emergent needs Identify location of emergency and dispatch proper assistance Generate call .
- Emergency Medical Dispatch, VCIN and NCIC Certified - Answered 911 calls and dispatched for over 20 county agencies and local municipalities - Police,.

EDUCATION

High School Diploma - (Warren Central HS - Indianapolis, IN)

