

Robert Smith

Emergency Communications Dispatcher

CONTACT DETAILS

1737 Marshville Road,
Alabama
(123)-456-7899
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www.qwikresume.com

SKILLS

Office, Excel, Customer Service, Documentation.

LANGUAGES

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

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

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

PERSONAL STATEMENT

Seeks to provide caring, nurturing help to the sick and needy. Have been accustomed to working in a high-stress, a fast pace work environment with the ability to complete several tasks correctly and accurately.

WORK EXPERIENCE

Emergency Communications Dispatcher

ABC Corporation - January 2013 - February 2015

Responsibilities:

- Reviewed Daily Observation Reports (DORs) for new hires and preparing monthly evaluations for probationary dispatchers.
- Coordinated dispatcher work schedules, including posting overtime and approving time-off requests.
- Maintained accurate and up-to-date Communications Center standard operating procedures and information resources.
- Maintained sufficient office supplies.
- Maintained operating equipment for employees including headsets, wireless bases, and cell phones.
- Monitored employee work performance.
- Assisted the manager in complaint investigations.

Emergency Communications Dispatcher

Delta Corporation - 2011 - 2013

Responsibilities:

- Reviewed Daily Observation Reports (DORs) for new hires and preparing monthly evaluations for probationary dispatchers.
- Coordinated dispatcher work schedules, including posting overtime and approving time-off requests.
- Maintained accurate and up-to-date Communications Center standard operating procedures and information resources.
- Maintained sufficient office supplies.
- Maintained operating equipment for employees including headsets, wireless bases, and cell phones.
- Monitored employee work performance.
- Assisted the manager in complaint investigations.

Education

Masters Of Science In Psychometrics - 2009(Morgan State University)