

Robert Smith

Emergency Communications Dispatcher

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SUMMARY

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

SKILLS

Customer Service, Goal Oriented.

WORK EXPERIENCE

Emergency Communications Dispatcher

Baltimore County Government - October 2015 - May 2020

- Operated a variety of radios, telephones, keyboards, computers, and other electronic devices.
- Received requests for emergency services via telephone, radio, and computer.
- Accurately and quickly enters into a computer or records manually information needed to dispatch according to established protocol.
- Relayed information or requests to other jurisdictions or agencies via radio or telephone.
- Operated radio transmitter and receiver to dispatch fire, police, or EMS personnel and equipment to life or property-threatening emergency and non-emergency situations.
- Determines and coordinates the response of equipment according to established protocol.
- Monitored and accurately records the status and location of units electronically or manually.

Emergency Communications Dispatcher

Delta Corporation - 2012 - 2015

- Operated a variety of radios, telephones, keyboards, computers, and other electronic devices.
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- Accurately and quickly enters into a computer or records manually information needed to dispatch according to established protocol.
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EDUCATION

Criminal Justice - August 2014(Coppin State University - Baltimore, MD)