

Emergency Communications Officer

ROBERT SMITH

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Objective

Customer Service Professional with nearly 15 years of experience. Specialized in customer education, multi-tasking, and communications. Strengths include investigative skills, attention to detail, active listening skills, written and oral interpersonal communication, and dedication to providing excellent customer service.

Skills

Microsoft Proficient.

Work Experience

Emergency Communications Officer

ABC Corporation - 2003 - 2007

- Received emergency requests for service by radio and telephone and determined appropriate responses.
- Relayed precise, accurate information to Emergency Personnel in a timely manner.
- Performed as an emergency medical dispatcher, providing pre-arrival emergency medical instructions.
- Operated and monitored multiple emergency radio frequencies; often acting in a dual capacity answering emergency 911 phone lines while simultaneously dispatching over the radio.
- Maintained communications with responding emergency units to assist them in any manner necessary to complete proper responses.
- Received non-emergency requests for service and provided information to callers.
- Operated and monitored national and statewide criminal information network and disaster warning systems.

Emergency Communications Officer

Delta Corporation - 2002 - 2003

- Performed integrated functions of routine and emergency services operations.
- Provided intra-command coordination for police, fire, and medical personal.
- Performed inter-agency coordination with other federal, state and local authorities regarding routine and emergency responses utilizing cross- .
- Operator) Received and processed emergency calls.
- Determined nature and location of emergencies and forwarded to fire, ambulance, or other emergency assistance.
- Used computer-aided dispatch system to input, update and retrieve information as needed.
- Maintained constant contact with police while they were on assignments.

Education

Certification in Emergency Dispatch Officer - (Central Shenandoah Criminal Justice Training Academy - Cave, VA, US)