

# ROBERT SMITH

## Emergency Communications Officer

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

### SUMMARY

Motivated, personable business professional with the ability to quickly solve complex situations while maintaining a positive attitude.

### CORE COMPETENCIES

Emergency Communication.

### PROFESSIONAL EXPERIENCE

#### Emergency Communications Officer

University Of Central Oklahoma - July 2013 – May 2020

##### Key Deliverables:

- 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.
- Question callers to determine their locations, and the nature of their problems to determine the type of response needed.
- Determine response requirements and relative priorities of situations, and dispatch units in accordance with established procedures.
- Recorded details of calls, dispatches, and messages.
- Enter, update, and retrieve information from teletype networks and computerized data systems regarding such things as wanted persons, stolen property, vehicle registration, and stolen vehicles.
- Assisted students and faculty in emergency and non-emergency situations.
- Worked with outside agencies including city and state fire, rescue, and police.

#### Emergency Communications Officer

Delta Corporation - 2008 – 2013

##### Key Deliverables:

- Assisted students and faculty in emergency and non-emergency situations.
- Worked with outside agencies including city and state fire, rescue and police.
- Documented police patrols and calls of service.
- Communications Officer Duties are broken down into four main position assignments, each with a specific primary area of responsibility.
- All Communications Officers are cross-trained for all position assignments, assisting each other as needed to meet the demands of the current .
- Handled emergency and non-emergency calls received by the Sheriffs Department using the Enhanced 911 system and CAD computer system.
- Collected information from calls important to assisting people involved in life threatening situations.

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### EDUCATION

- HS - (Hoxie High School - Hoxie, AR)