

Robert Smith

Emergency Communications Officer

CONTACT DETAILS

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PERSONAL STATEMENT

Eight years of experience in customer service and assisting others in order to meet an array of different needs ranging from emergency assistance to directing individuals to a particular service.

WORK EXPERIENCE

Emergency Communications Officer

ABC Corporation - January 2015 - June 2015

Responsibilities:

- Operated a two-way radio console and alerting system to dispatch routine and emergency police call for service.
- Provided customer service information and assistance via multi-line telephone system and a walk-up service window to refer individuals to police, department or university personnel, or another agency.
- Issued keys to the authorized student for after-hours use of University buildings.
- Answered emergency and non-emergency calls while inputting corresponding information into the Computer Aided Dispatch (CAD) system to be relayed to officers in the field.
- Asked questions to gain details, interpret, and analyze a callers situation in order to determine and assign the level of priority.
- Retrieved, input, and researched information from the terminal and National Crime Information Computer Teletype (NCIC) system, for routine police functions and investigative purposes.
- Monitored and responded to computer alarm and access control systems for University properties.

Emergency Communications Officer

Delta Corporation - 2010 - 2015

Responsibilities:

- Receive and prioritize both emergency 911 calls as well as non emergent administrative calls for service from the public requesting law enforcement, .
- Responsible for receiving and prioritizing emergency and non-emergency telephone calls from the public and .
- Work involves evaluating incoming calls to determine appropriate level of Fire/EMS assistance required, dispatching units, giving self-help if .
- This position monitors public safety units in the field, retrieves and enters computer data, operates Tri-Tech CAD and other related communications .
- Answered emergency and non-emergency phone lines.
- Dispatched for the fire department and provided information about calls to responding units.
- Performed responsible communications, dispatching and related work for the County Emergency Communications Center and the Sheriffs Dept Filed and .

SKILLS

Microsoft Office, Excel, And Powerpoint, Citrix, Pro-Watch, CSARC, And CBORD Alarm Monitoring Systems, Max Pro And Similar CCTV Monitoring Systems, Logging And Retrieving Information, Multi-Line Phone Systems, Navigating Various Databases.

LANGUAGES

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

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

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

Education

MA- Human Services in Counseling & Crisis Response and Trauma - 2015(Liberty University - Lynchburg, VA)