

ROBERT SMITH

Emergency Communications Officer

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Interested in applying for your company as an Automotive Customer Relations Account Specialist. Hope that you will take into consideration the position you have available. An outgoing and offer superb customer service, proficiency, and passion. A results-oriented professional, specializing in people and communication.

DECEMBER 2009 - MAY 2020

EMERGENCY COMMUNICATIONS OFFICER - SPOKANE COUNTY

- Responded to emergency calls from citizens by answering 9-1-1 and Crime Check telephone lines.
- Answered emergency and non-emergency calls and determines the proper course of action based upon established policies, procedures, and guidelines for specific calls and situations.
- Operated a variety of complex electronic communication and telecommunication equipment to route citizens emergency requests for service to the appropriate public safety agencies.
- Worked mandatory and voluntary overtime on a regular basis.
- Maintained access to, and security of, highly sensitive materials.
- 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.
- Responsible for the management of a police radio and frequency.

2007 - 2009

EMERGENCY COMMUNICATIONS OFFICER - DELTA CORPORATION

- To receive and route emergency and non-emergency telephone and radio calls, to dispatch police officers to calls for service, to operate a variety of .
- Operates a variety of communications equipment, operates an electronic telephone console and computer automated dispatch console.
- Prepares and maintains accurate records and logs of all radio transmissions, telephone calls and other records, files and information systems.
- Operates the VCIN terminal through the Virginia State Police.
- Position involved working in a high pressure environment answering emergency and non-emergency phone calls while simultaneously dispatching calls via .
- Skills acquired included multi-tasking, prioritizing, and active listening.
- Answered multi-line phone system to include calls from 911 phone lines and multiple non-emergency phone lines Dispatched calls for police, fire.

EDUCATION

Associate of Applied Science in Applied Science - (Spokane Community College -
- Spokane, WA)

SKILLS

Microsoft Office, Linux, DNS, SAAS, PHP, C++, Apache, DHCP, Active Directory,
Windows, Network Administration.