

# ROBERT SMITH

## Emergency Communications Officer

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

---

### SUMMARY

Seeking to acquire a new opportunity with the potential for advancement where one can utilize and share knowledge and experience.

### CORE COMPETENCIES

Customer Service, Finance, Communications, Administration, Clerical Duties.

### PROFESSIONAL EXPERIENCE

#### Emergency Communications Officer

**City Of West Palm Beach - Police Department - November 2010 – May 2020**

##### Key Deliverables:

- Established priority on emergency calls and developing a quick response time.
- Researched locations, backgrounds, and miscellaneous information required while maintaining all the needed documentation.
- Used the ability to react quickly and calmly in emergencies, and to maintain a variety of clerical records needed for court purposes.
- Multitasked under stress while operating a multi-channel radio and telephone system with high call volume.
- Answered emergency telephone calls and applied proper EMD Protocol to assess appropriate priority and determine necessary resources.
- Answered non-emergency calls and directed internal & external customers to available county resources.
- Dispatched emergency and a non-emergency service call to police units.

#### Emergency Communications Officer

**Delta Corporation - 2006 – 2010**

##### Key Deliverables:

- Answers emergency 911 calls and administrative calls for the front office.
- Dispatches fire, EMS, and/or law enforcement officers.
- Accomplishes tasks such as filing, trespass warning, protection orders and restraining orders.
- Answers emergency 911 calls and administrative calls for the front office.
- Dispatches fire, EMS and/or law enforcement officers.
- Accomplishes tasks such as filing and trespass warning.
- Handled emergency 911 calls, as well as administrative calls for front office.

### EDUCATION

IFREC Real Estate Schools - (Indian River State College)

---

**ROBERT SMITH**  
**Emergency Communications Officer**

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

---

