

# Robert Smith

## Emergency Communications Officer

### **CONTACT DETAILS**

1737 Marshville Road,  
Alabama  
(123)-456-7899  
info@qwikresume.com  
[www.qwikresume.com](http://www.qwikresume.com)

### **PERSONAL STATEMENT**

An excited individual looking to find a great, and stable company to work for. Would like the opportunity to work in the counseling and human services field, explore opportunities there and demonstrate how past experience in the military, customer service, and for the office, and current educational experience could fill the needs and go beyond the expectations of this position.

### **SKILLS**

Tri-Tech CAD, Emergency Communications, Multi-Station Radios, 45wpm, Customer Service.

### **WORK EXPERIENCE**

#### **Emergency Communications Officer** **ABC Corporation - June 2011 - August 2012**

##### *Responsibilities:*

- Answered incoming emergency and non-emergency calls.
- Interviewed callers and gathered details; prioritized calls for service and determined appropriate personnel to respond.
- Diffused all escalated calls to ensure the safety of responding personnel.
- Performed inquiries and criminal history checks for Officers.
- Completed the 6 weeks dispatch training courses.
- Answered incoming emergency and non-emergency calls; interviewed callers and gathered details; prioritized calls for service and determined appropriate personnel to respond.
- Diffused all escalated calls to ensure the safety of responding personnel.

### **LANGUAGES**

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

### **INTERESTS**

Climbing  
Snowboarding  
Cooking  
Reading

#### **Emergency Communications Officer** **Delta Corporation - 2008 - 2011**

##### *Responsibilities:*

- Emergency call routing; receiving, processing and disseminating confidential criminal justice information Skills Used Typing 60/wpm, multi-tasking, .
- Emergency Communications Officer Emergency and non-emergency call-taking and dispatching of the .
- Responsible for communications in the operation of Emergency Communications Center Handled receipt, prioritization and transmission of radio, .
- Received emergency calls and automatic activations from Suffolk County Fire-Rescue Emergency Services Dispatched units with Computer Aid Dispatch.
- Answer emergency and non-emergency calls Ensure great customer service d.
- Answering Enhanced 9-1-1 emergency and non-emergency calls for public safety services using a multi-line telephone system Routing non-emergency calls .
- Answered both medical and police 911 and non-emergency phone lines; Dispatched to police, fire and medical personnel in the field using computer .

### **REFERENCES**

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

## **Education**

Bachelor of Arts in Human Services which - June 2013(Columbia College)