

# Robert Smith

## Emergency Communications Officer

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### SUMMARY

12 years of experience providing management and customer support in both a call center and office environment for public safety, benefits eligibility, and various customer service environments. Demonstrated history of efficiency and accuracy in processing Medicaid applications in the Case Management System (VaCMS) for all Medicaid programs.

### SKILLS

Microsoft Office, Computer Aided Dispatch.

### WORK EXPERIENCE

#### Emergency Communications Officer

ABC Corporation - 2012 - 2013

- Generated calls for responding officers by gathering information quickly and efficiently from the citizen in order to get them the help they needed as fast as possible.
- Responsible for the management of a police radio and frequency.
- Dispatch the 911 calls quickly and efficiently according to standard operating procedures.
- Responsible for obtaining records and accurately disseminating emergency and non-emergency calls for service from citizens and visitors to Police/Fire/EMS responders.
- Utilized precise and independent judgment in reviewing and prioritizing emergency call information and relaying to the most appropriate and closest unit or person to the scene of the emergency.
- Utilized excellent interpersonal communication skills to gather information from people in various stressful and oftentimes emotional situations, and accurately relay that information between and among appropriate responders.
- Operated radios, computer networks, multi-line telephone systems, and related equipment.

#### Emergency Communications Officer

Delta Corporation - 2008 - 2011

- Dispatched to 30-40 police officers in the field using enhanced computer and radio equipment.
- Ran classified NCIC listings on a national database, and.
- Answered emergency and non-emergency phone lines.
- Dispatched for the fire department and provided information about calls to responding units.
- DCI Certified Verbal Judo Computerized Aided Dispatching (CAD).
- Trained Records Management Systems (RMS) Trained Responsibilities Receive emergency.
- Responsible for the management of a police radio and frequency.

### EDUCATION

BS in Criminal Justice - 2003(Virginia Commonwealth University - Richmond, VA)