Emergency Medical Dispatcher III

ROBERT SMITH

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Objective

Conscientious and organized individual with exceptional time management ability. Personable team player with superior communication and interpersonal skills.

Skills

Sales, Visual Merchandising, Team Building.

Work Experience

Emergency Medical Dispatcher III

ABC Corporation - April 2010 – November 2015

- Questioned callers to determine their locations and the nature of problems to determine the type of response needed.
- Received incoming calls regarding emergent and non-emergent ambulance calls.
- Determine response requirements and relative priorities of situations and dispatch units in accordance with established procedures.
- Maintained access to and security of highly sensitive HIPAA materials.
- Provided emergency medical instructions to callers.
- Built and maintained positive relationships with numerous healthcare agencies and nursing homes.
- Built and maintained positive relationships and mutual trust with the crews on the ambulances I was responsible for.

Emergency Medical Dispatcher

ABC Corporation - 2009 – 2010

- Effectively managed a high - volume of inbound and outbound calls.
- Answering a constant flow of customer calls.
- Addressed and resolved customer complaints empathetically and professionally.
- Gathering and verified all required customer information for tracking purposes.
- Defused volatile customer solution calmly and courteously.
- Indiana EMS 2816 W.
- Sample Street South Bend, Indiana 46619 574-236-1828.

Education

Bachelor's in Criminal Justice - 1998(Mountain State University - Beckley, WV)

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