

Robert Smith

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EMS Dispatcher

SUMMARY

Strong EMS Dispatcher skills Highly attentive to detail Strong problem-solving abilities Highly motivated; positive attitude Proficient with Microsoft and Insight programs to include Office, Word, Excel, and Powerpoint Able to work well with others; and under no direct supervision Able to maintain tasks and complete them in a timely matter Always furthering my education to better myself.

SKILLS

Certified Advanced EKG Tech, Teaching Skills.

WORK EXPERIENCE

EMS Dispatcher

ABC Corporation - November 2013 - October 2014

- Processed incoming calls and dispatch ambulances in an organized and timely matter.
- Printed reports, verify insurance, assure that paperwork is organized and complete so that the company receives proper payment.
- Maintained a professional demeanor, work well under pressure and handle all emergent calls accordingly.
- Ability to work in a high stress, fast paced environment and manage multiple crews.
- Gave proper etas and ensure that our crews hustle to make each customer/facility/hospital happy with our service.
- Used Knowledge of MRES system and Gateway Insurance Verification as well as Statewide Medical assistance verification.
- Assumed senior dispatch duties in absence of on-site supervisor.

EMS Dispatcher

Delta Corporation - 2012 - 2013

- Take 911 calls Answer multiple lines Do pre-arrivals Make the right decision of what priority to send the ambulance Make sure the crews understand .
- Processed calls within a call center, addressed citizens needs by giving phone numbers, sending a call for service ticket for Emergency Medical .
- Processed medical paperwork for patients to get an ambulance transport to medical appointments, also discharged from the hospital.
- Dispatched equipment for all police, fire and emergency medical services, Answered incoming emergency and non-emergency calls from public.
- Responsible for receiving, monitoring, and dispatching emergency and non-emergency radio and telephone communications Provided support and/or medical .
- Dispatch Ambulances on Emergency and Non-Emergency calls, Scheduled and confirmed appointments, answer multi line phones, Communicate between other .
- Emergency and non emergency dispatching including wheelchair and ambulance.

EDUCATION

MS