

Ligden Adiya

Contact

Address

Mountlake Terrace, WA, 98043

Phone

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E-mail

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Skills

Interpersonal Communication

Multitasking abilities

Good listening skills

Detail-oriented

Computer skills

Teamwork

Conflict resolution

Highly motivated and driven candidate seeking a challenging career utilizing specialized customer service skills. Strengths include extensive experience interacting with the general public, exceptional attention to detail, a natural aptitude for technology and learning, a high degree of personal initiative, and the ability to work well in demanding situations.

Work History

2016-02 -
2020-11

Emergency Dispatcher / CTO

Snohomish County 911, Everett, WA

- Used questioning and inquiry skills to draw out specific information from callers who are upset, frightened, abusive or hurt while remaining calm.
- Worked multiple time-sensitive tasks and issues in response to visual and sound stimuli with high degree of accuracy and in a timely manner.
- Effectively worked under stress while prioritizing and relaying critical information related to officer and citizen safety.
- Processed multiple conversations occurring at the same time, disseminated appropriate information, prioritized actions and responded in an effective manner.
- Coordinated federal, state and local emergency personnel for proper response to variety of emergency incidents.
- Maintained and entered court records into Washington Crime Information Center (WACIC).

2014-04 -
2016-02

Personal Banker

US Bank, Shoreline, WA

- Sold loans and deposit products to consumer and small business clients and prospects.
- Developed and maintained relationships with US Bank partners to maximize sales opportunities.
- Analyzed current client relationships and proactively contacted clients with recommendations to assist them with achieving financial success.
- Performed daily maintenance of the loan applicant database.
- Received regional banker of the quarter recognition award for outstanding customer service.

Education

2010-09 -
2014-06

Bachelor of Arts: Business Administration

Mongolian University of Science And Technology - Ulaanbaatar, Mongolia

Certifications

Google IT Support

CompTIA A+