ROBERT SMITH

Marketing And Communications Officer

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Seeking employment with a company where I can use my talents and skills to grow and expand the company, while building the success of the company while I experience advancement opportunities.

MARCH 2006 – JULY 2009

MARKETING AND COMMUNICATIONS OFFICER - ABC CORPORATION

- Performs a full range of radio and telephone operational duties in a 24-hour facility processing and prioritizing incoming calls for police, fire, and EMS assistance.
- Determine the nature and location of the emergency, determine priorities, and dispatch appropriate agencies in accordance with established procedures.
- Receive and process 911 emergency calls, maintain contact with all units assigned while maintaining status and location of police and fire units.
- Monitor direct emergency alarms, answer non-emergency calls for assistance.
- Enter, update and retrieve information from a variety of computer systems.
- Receive requests for information regarding vehicle registration, driving records and warrants, and provide pertinent data.
- Monitor several complex public safety radio frequencies.

2003 – 2006

COMMUNICATIONS OFFICER - ABC CORPORATION

- Respond to emergency and non-emergency calls for assistance and information.
- Provide dispatch and communication support services for police, fire, emergency, and related services as well as citizens of the private sector.
- Operate a multi- line telephone console system, alerting system, and TDD system for the deaf and hearing-impaired.
- Translate information to the appropriate codes.
- Determine and assign the level of priority of the call and enter the data into a computer-aided dispatch system for radio dispatch purposes.
- Perform emergency medical dispatch and crisis intervention services.
- Ask vital questions and provide pre-arrival instructions for emergency medical calls from county residents who were often in distress..

EDUCATION

A.S. - (Everest University)

SKILLS

I Have Knowledge Of Network Routing I & II, Network Directory Services, Network Securities Fundamentals, LINUX Administration, Computer Hardware, Network Operating Systems- Client/Server, & Network Infrastructure.