

ROBERT SMITH

Telecommunications Officer

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

SUMMARY

Dedicated individual seeking an environment that will foster my professional and educational development. I am a talented and motivated person that has strong accounting and administrative skills in public safety. I am also skilled at building strong working relationships with fellow staff, supervisors, and community members.

CORE COMPETENCIES

Proficient in Adobe, Photoshop and Microsoft Office programs. Typing speed of 60 wpm. Tech savvy, with the ability to quickly learn new software and hardware attributes.

PROFESSIONAL EXPERIENCE

Telecommunications Officer

ABC Corporation - March 2005 – June 2009

Key Deliverables:

- Merged with EOC) Provided precision around the clock 24/7 emergency police, fire, guard and medical services to the public by answering emergency 911 calls, and dispatching appropriate personnel and equipment.
- Provided exceptional customer service to both external and internal customers.
- Proficiently utilized a Motorola 800mhz trunked radio system, AS400, Computer automated Dispatch System (CADS), and NCIC/VCIN system on a daily basis in the performance of position-related responsibilities.
- Maintained an accurate status of emergency response equipment and personnel to assure prompt and accurate response.
- Effectively interrogated the caller to determine the problem and the nature of the call.
- Promptly and effectively prioritized all incoming emergency and non-emergency calls.
- Identified the nature of emergency, level of response required, and provided this and any additional information to the responding units.

Communications Officer

ABC Corporation - August 2000 – March 2005

Key Deliverables:

- Effectively managed the efficient operation of the Night Shift; provided precision emergency police, fire, guard and medical services to the public by answering emergency 911 calls, and dispatching appropriate personnel and equipment.
- Properly handled and disposed of FBI documents.
- Proficiently utilized a Motorola 800 MHz trunked radio system, AS400, Computer automated Dispatch System (CADS), and NCIC/VCIN system on a daily basis in the performance of position-related responsibilities.

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EDUCATION

Master of Science in Leadership and Management - (Amridge University - Montgomery, AL)

