

# Robert Smith

## Emergency Communications Officer

### **CONTACT DETAILS**

1737 Marshville Road,  
Alabama  
(123)-456-7899  
info@qwikresume.com  
[www.qwikresume.com](http://www.qwikresume.com)

### **SKILLS**

Customer Service Skills,  
Communications, Public  
Speaking, Media  
Relations, Public  
Relations.

### **LANGUAGES**

English (Native)  
French (Professional)  
Spanish (Professional)

### **INTERESTS**

Climbing  
Snowboarding  
Cooking  
Reading

### **REFERENCES**

Reference - 1 (Company  
Name)  
Reference - 2 (Company  
Name)

### **PERSONAL STATEMENT**

I have dedicated my entire adulthood to serving the public and assisting law enforcement with questions and concerns. I am also experienced in administration abilities. I believe I am a good candidate for the position you are offering due to my loyalty and honesty and also my eagerness to learn. I believe that I would prove to be a excellent asset to your company.

### **WORK EXPERIENCE**

#### ***Emergency Communications Officer***

**Laurens County E911 - October 2011 - 2019**

##### *Responsibilities:*

- Responded to all inquiries from the general public in a prompt and professional manner.
- Coordinated and worked closely with law enforcement, fire departments and EMS staff.
- Added new material to file records and created new records.
- Assisted with receptionist duties, file organization and research and development.
- Politely assisted customers in person and via telephone.
- Asked open-ended questions to assess customer needs.
- Conducted criminal backgrounds, driving backgrounds, and driver/vehicle inquiries.

#### ***Communications Officer***

**ABC Corporation - 2008 - 2011**

##### *Responsibilities:*

- Take 911 emergency calls from the public and local facilities.
- Help calm callers in their worst time of need.
- Conduct CPR and other life saving instructions until help has arrived.
- Dispatch ambulances to emergency and non emergency calls.
- Data entry.
- EMD and CPR certified.
- Recieved Dispatcher of the Year 2 years in a row.

### **Education**

High School Diploma - (Tattnall County High School - Reidsville, GA)