

ROBERT SMITH

Media Communications Officer

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SUMMARY

Highly qualified Communications Officer with experience in the industry. Enjoy creative problem solving and getting exposure on multiple projects, and I would excel in the collaborative environment on which your company prides itself.

SKILLS

Microsoft office, word, excel.

WORK EXPERIENCE

Media Communications Officer

ABC Corporation - September 2011 – December 2012

- Question callers to determine their locations, and the nature of their problems to determine type of response needed - Receive incoming telephone or alarm system calls regarding emergency and non-emergency police and fire service - Determine response requirements and relative priorities of situations, and dispatch units in accordance with established procedures.
- Record details of calls, dispatches, and messages.
- Enter, update, and retrieve information from teletype networks and computerized data systems regarding such things as wanted persons, stolen property, vehicle registration, and stolen vehicles.
- Maintain access to, and security of, highly sensitive materials.
- Relay information and messages to and from emergency sites, to law enforcement agencies, and to all other individuals or groups requiring notification.
- Maintain files of information relating to emergency calls such as personnel rosters, and emergency call-out and pager files.
- Monitor various radio frequencies such as those used by public works departments, school security, and civil defense to keep apprised of developing situations.

Communications Officer

ABC Corporation - 2009 – 2011

- Supervised 60 Marines providing help desk, business application, hardware and software support, and network engineering and administration support to the largest Marine Corps combat deployed enterprise network serving 24,000 users of telephone, video, data, and radio systems.
- Oversaw major network reconfigurations with minimal outages including Exchange server rebuilds, 2 significant electrical configuration changes, and upgrade from a 1Gb to a 10 Gb backbone between two technical control facilities and nine area distribution nodes.
- Supervised disaster recovery in 4 instances of power outage.
- Created security policies including the persistent network cryptographic rollover SOP in order to support information security.

- Accomplished the procurement of Remedy Help Desk 6.3 within 90 days in collaboration with Marine Corps Systems Command, HQMC G-6, and Marine Corps Enterprise IT Services.
- Prepared and presented reports regarding command operations, the Remedy/NetCOP project, and day-to-day updates of Enterprise Services.
- Established new standards for the ticket management system to increase efficiency at the MCNOSC..

SCHOLASTICS

- Diploma - (Edmonds Community College - Lynnwood, WA)