

ROBERT SMITH

Associate Corrections Specialist

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

SUMMARY

Seeking a Corrections Specialist position within a company, which will require to utilize strong organizational techniques, outstanding analytical skills with demonstrated ability to interpret and summarize data into meaningful information, exceptional multi-tasking capabilities with effective time management techniques, and excellent written/oral communication skills in a fast-paced environment.

CORE COMPETENCIES

Operations Management, Customer Service, Computer, Leadership Development.

PROFESSIONAL EXPERIENCE

Associate Corrections Specialist

ABC Corporation - June 2011 – January 2013

Key Deliverables:

- Assists house arrest participants with their inquiries and problems through inbound and outbound phone calls.
- Dispatch clerks receive and prepare work orders, monitor jobs in progress, inform personnel about logistic problems or updates.
- Transfers urgent calls to the required department.
- Provides prompt and courteous customer service in a call center setting.
- Answers screens and transfers all inbound and outbound calls.
- Enters house arrest participants into the database, process booking, enrollments, as well as requests.
- Records and maintains data related to days workload such as delivery confirmations, customer requests/orders, and all charges and expenses incurred.

Corrections Specialist

Delta Corporation - 2007 – 2011

Key Deliverables:

- Maintained security at an Army Base Corrections Facility.
- The position included administrative tasks such as filing, answering phones, etc.
- As a specially trained agent, using our state-of-the-art automated systems, I'm able to monitor over 50,000 offenders in 20 states, providing.
- Take inbound calls from clients who want to update their account information Process messages from clients to parole agents Make outbound calls to.
- Military police/prison guard.
- Responsible for the accountability and safety of prisoners.
- Special Response Team/Team Leader.

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EDUCATION

Bachelor's in Arts- (Waubonsee Community College - Sugar Grove, IL)

