

ROBERT SMITH

Communications Officer II

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

SUMMARY

Master's student in Industrial Engineer and Doctoral student in Engineering Education with creativity, critical thinking skills, and a drive for perfection. Seeking a challenging career in industrial engineering where my research abilities and coursework will aid in increasing the efficiency and effectiveness of the functional operations of the organization. Particular interest in the areas of lean manufacturing, continuous improvement, and operations research and analysis.

CORE COMPETENCIES

Microsoft Office, NCIC, CAD.

PROFESSIONAL EXPERIENCE

Communications Officer II

Flower Mound Police Department - February 2016 – 2019

Key Deliverables:

- 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, emergency ambulance service, information and after hours calls for departments within a city.
- 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.

Communications Officer

ABC Corporation - 2015 – 2016

Key Deliverables:

- Answer 911, Administrative lines, Radio dispatch, enter wants/warrants into FCIC/NCIC Answer 911 Phone lines, Question individuals for the purpose of obtaining sufficient information to make intelligent and prompt decisions regarding the situation at hand, and dispatching appropriate unit to call.
- Also, determine validity of the call itself to warrant a unit being dispatched.
- Answer Administrative lines, and direct calls to appropriate extension.
- Answer radio transmissions from police, fire and rescue.
- Dispatch all incoming calls for service to police, fire or rescue.

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- Look up and enter wants and warrants for individuals, as well as, entering stolen articles and vehicles.
- EMD Certified.

EDUCATION

- Psychology - (CUYAMACA COLLEGE - El Cajon, CA)