**Shari McDermott**

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**HIGHLIGHTS OF QUALIFICATIONS**

* Extensive experience working with the public and with diverse workforces
* High customer service, multi line phones, and office/administrative aptitude
* Proven and demonstrated strong written and verbal communication
* Ability to identify issues; make decisions quickly and accurately
* MS Office, Word, Power Point, Excel and a variety of software programs

**RELATED SKILLS AND EXPERIENCE**

**Command Center Dispatcher/ Security Officer** 2011-2012

Global Security Concepts Inc., Tigard Oregon

* Dispatch officers, enter incidents into 911 CAD, radio communications, answer phones
* Emergency communications. Accurately handle emergency response procedures for 911 fire, medical, guests and merchants.
* Monitor 45 cameras with TPZ, use playback, auto scan and snapshot for incidents
* Report writing, email communications, data entry of daily stats, parking violations and pass downs
* Understand and print daily incident and detex logs
* Read and understand map legends, and contractor insurance liability certificates
* Provide customer service for guests and merchants

**Jail Specialist Technician** (Intern) 2011-2012

Washington County Sheriff’s Office, Hillsboro Oregon

1. Booking: Setup files for receiving inmates, file fax, email, system knowledge of LEDS, MDT, COBRA, TIBURON
2. Master Control: Master Door control/security, monitors/cameras, alarms, jail emergencies
3. Property: Record keeping, proper handling of inmate property
4. POD and Post operations: the concepts of staff supervision and rounds and logbook
5. Jail lobby: multi line phones, admitting guests for inmate visits, file and record keeping
6. Practicing excellent risk management procedures

**Security Officer** (DPSST Unarmed) 2010

Erickson Air Crane Inc., Central Point, Oregon

* Provide a visual and physical security presence for aircraft manufacture facilities
* Admit staff and visitors onto the premises, check in and sign out visitors/vendors
* Multi line phone, direct calls to employees and executives at various worldwide locations
* Monitor camera’s, conduct rounds, ensure that all systems are functioning properly, check stairwells, fire exits, mechanical rooms, hangers, offices for fire hazards
* Maintain a shift log
* Understand the emergency action plan and evacuation procedures and carry out emergency procedures as necessary

**Advertising Merchandiser Representative** 2007-2008

News American Marketing/Smart Source, Portland, Oregon

* Communicate with diverse workforce, including management and vendors
* Evaluate and completed high volume of job orders for accuracy and completeness
* Placed graphics on shelving, products and floors in retail environments
* Conduct technical audits in a variety of stores including grocery, drug and office
* Implement time sensitive reporting to clients with accurate information for each project
* Track and coordinated inventory and ordered supplies
* Work independently, schedule business travel and prioritized time sensitive tasks without supervision

**Receptionist and Customer Service 2007**

American Family Insurance, Hillsboro, Oregon

* Provide customer service, and administrative support to Insurance agent
* Resolve frequent angry or upset customers
* Handle credit card, cash and check scan transactions
* Independently opened and closed office daily
* Operate multi-line phones, fax machine and scanner

**Dental Records Assistant** 2006-2007

[William S. Taylor DDS‎](http://maps.google.com/maps?oe=utf-8&client=firefox-a&ie=UTF8&q=dds+taylor+beaverton&fb=1&split=1&gl=us&li=lmd&t=m&hl=en&sll=45.453287,-122.832505&sspn=0.006295,0.006295&latlng=45453287,-122832505,7126453537048854023&ei=X2DISb-MGoyciAO4tICiBQ&cd=1), Beaverton, Oregon

* Perform alphabetical and numerical filing with accuracy
* Retrieve and organize dental records for daily appointments
* Maintain and update complete and accurate client records/charts/x-rays
* Efficiently answer multi-line phones promptly and courteously
* Operate standard office equipment and machines
* Research and communicate insurance billing information for Office Manager

**Front Desk Receptionist/ Staffing Coordinator 2002**

Integrity Staffing, Tualatin Oregon

* Greet customers and energetically managed front desk & multi-line phones
* Process data entry of employee applications and job orders
* Assist new employees through new hire procedures and client expectations
* Reveiw and evaluated high volume of employee applications and job orders for accuracy,completeness
* Operate all standard office equipment
* Assist Office Manager with various projects as needed

**Front Desk Receptionist /Office Assistant** 1999-2001

Oregon’s Best Internet, Inc., Woodburn, Oregon

* Greet customers and energetically managed front desk & multi -line phones
* Provide Internet technical support for customers issues
* Answer general questions about accounts and services
* Resolve distressed customers computer issues
* Maintain, files and entered data on all customers accounts
* Manage all office operations, organization and supply purchases
* Independently opened and closed office daily

**EDUCATION & TRAINING**

**Portland Community College** 2008-2012

* Corrections Technician Specialist Certificate (2011)
* Associates of General Studies Degree (2012)

**Rogue Community College** 2010

* Criminal Justice Coursework

#### Portland Police Bureau **2009**

* Volunteer instructor of women's self defense for Women’s Strength Program

**C.E.R.T.** Volunteer 2012

Community Emergency Response Team Member for the City of Beaverton

* Major disaster training with local Emergency fire and Medical personnel
* Including, radio communications, managing utilities, putting out small fires, provide basic medical first aid, triage, and search for and rescue victims calmly, safely, and efficiently.

**FEMA** 2012

Emergency Management Institute,

* Effective Communication Certificate (2012)