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| *Kaira Owens* |  |
| 19 Flagg St, Springfield MA 01109 |
| 413-505-4076 ▪ KAIOWENS11@GMAIL.COM |  |

Objectives

* Ability to grasp new ideas and integrate them into desired results
* Ability to handle challenges with proven history of increased productivity
* Ability to coordinate several tasks simultaneously
* Ability to prioritize and operate pro-actively
* Articulate, confident and professional
* Commended for reliability and trustworthiness

Experience

***Emergency Telecommunicator/Dispatcher***

▪ March 1, 2010 - Current

**Springfield Police Department** ▪ 130 Pearl St, Springfield MA, 01105

* Receive and respond to emergency and non-emergency calls including enhanced 911, non-emergency calls from the public, dispatchers, and law enforcement agencies via telephone, radio systems, and computer aided dispatch
* Process and evaluate information received, prioritize calls, and dispatch required units or agencies
* Monitor and coordinate police unit activity and assignments via police radio frequencies
* Maintain status and location of public safety personnel
* Utilize technology such as computers, radio systems, telephones, fax machines, and other communication equipment
* Create and maintain automated or manual logs of public safety communications activity
* Access and enter sensitive data in local/state/national databases as necessary for investigative purposes
* Enter and maintain files for persons or property, pending apprehension or recovery
* Maintain appropriate security and confidentiality of information created or encountered in the performance of assigned duties
* Continue to stay informed of department regulations, policies and procedures
* May assist in providing on job training for Police Dispatchers and submit progress reports and evaluation on trainees

***Insurance Claims Specialist***▪ June 21, 2008 – March 1, 2010

**Innovation First Notice** ▪ 365 Cadwell St, Springfield MA, 01109

* Helping customers by giving basic instructions via telephone on proceeding with their claims
* Referring customers to automobile repair shops
* Reviewing insurance policies to determine coverage and prepare any needed forms
* Create, organize, maintain and retrieve multiple detailed paper and electronic records stored on computers
* Filing paperwork for personnel, as well as organizing client data
* Faxing, emailing, and copying paperwork for clients and fellow personnel
* Performing periodic inspections of materials or files in order to ensure correct placement, legibility, and proper condition
* Contacted insured persons to obtain vital information for claims as well as updating clientele database.
* Initiate claims via telephone and transfer to on call adjusters
* Elevated standards of quality by establishing planned activities
* Maintaining a high level of consumer satisfaction

Skills

* Certification of Dispatch
* First Responder Certification
* Microsoft Office (Highly Proficient)
* Visual Basic (Proficient)
* VESTA (Highly Proficient)
* ORION (Highly Proficient)
* Spanish ( Working Knowledge)

**Achievements**

* National Honor Society Member, 08
* Mass Mutual Academic Achiever, 07
* Recipient of John and Abigail Adams Scholarship

Education

Sabis International Charter School

June 6th, 2009 ▪ High School Diploma

* Placed Advanced on Massachusetts Comprehensive Assessment System Examinations

Springfield Police Department

* Certificate of Dispatch
* Certificate of Completion of Hostage Negotiations
* Certificate of Completion of Suicide Prevention
* Certificate of Completion of First Responder and CPR/AED
* Certificate of Completion of Emergency Telecommunication
* APCO Certified
* CJIS Certified

References

Patricia A. Grant

Secretary, Springfield Renaissance School

413-787-2938

Deborah Owens

Para-Professional, Putnam High School

413-781-0640

Melissa Nazarro

CAD Director

413-787-6313