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## Dispatch Operator Resume

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### Job Objective

Seeking to obtain a Dispatch Operator position with an organization where I can utilize my skills and be an asset to the employer.

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### Summary of Qualifications:

- Remarkable customer service experience in carrier transportation operations
  - In-depth knowledge of County geo-political boundaries, major highways, and landmarks
  - Operational knowledge telephone switchboard, PBX equipment and systems
  - Excellent communication skills with superior telephone etiquette and customer relations skills
  - Skilled in relaying incoming, outgoing, and transfer calls, overhead paging, code calls and Air Care dispatch
  - Proficient in Microsoft Windows Suite and internet
  - Ability to handle emergency situations calmly
  - Ability to type 20 WPM
  - Strong ability to listen intently and write clearly with superior follow up discipline
  - Ability to multi-task and be detail oriented
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### Work Experience:

Dispatch Operator, May 2004 – Present  
CenterPoint Technologies, Farley, IA

- Operated the telephone switchboard and transferred Air Care dispatch.
- Managed alarm dispatches and responded to service requests and general queries.
- Documented alarm handling procedures within the alarm screens.
- Dispatched field personnel from our branches and central station records creation and maintenance.
- Received all incoming calls via telephone and direct connect from employees, clients and costumers.
- Responded actively during emergency situations.

Dispatch Operator, March 2002– April 2004  
ADT Security Services, Farley, IA

- Promptly answered all incoming phone calls and transferred to appropriate department and person in a timely, accurate and friendly manner.
  - Coordinated all radio communications for Security, Maintenance and Housekeeping.
  - Operated telephone exchange, intercommunication system and two-way radio to communicate.
  - Furnished information and phone numbers to callers as requested.
  - Dispatched safeguarding personnel to guest rooms when required.
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### Education:

Bachelor's Degree in Arts, Northern Arizona University, Arizona, AZ

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