
Dispatch Operator Resume

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.

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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