



MICHAEL ANDERSON

EMERGENCY CALL SPECIALIST

CONTACT

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-  San Francisco, CA

SKILLS

- Telecommunications
- Crisis Intervention
- Risk Assessment
- Multi-Agency Coordination
- Training Development
- Caller Satisfaction

LANGUAGES

- English
- Spanish
- French

EDUCATION

**ASSOCIATE DEGREE IN
TELECOMMUNICATIONS, TECHNICAL
INSTITUTE OF COMMUNICATIONS**

ACHIEVEMENTS

- Recognized for achieving a 95% caller satisfaction rating over three consecutive quarters.
- Contributed to a project that improved call response time by 15%.
- Developed a training manual that became the standard for new hires.

PROFILE

Highly skilled Emergency Call Handler with a robust background in telecommunications and emergency management. Expertise in utilizing state-of-the-art call handling systems to ensure timely and accurate responses to emergency situations. Demonstrated ability to remain calm and focused in high-stress environments, facilitating effective communication between distressed callers and emergency responders. Proficient in assessing caller needs quickly, employing a compassionate approach to crisis intervention.

EXPERIENCE

EMERGENCY CALL SPECIALIST

Metro Response Center

2016 - Present

- Operated advanced call handling systems to manage incoming emergency calls efficiently.
- Provided critical information to first responders, ensuring they were well-prepared upon arrival.
- Facilitated multi-agency communication during complex emergency situations.
- Conducted risk assessments to prioritize calls based on urgency and severity.
- Implemented feedback mechanisms to improve service delivery and caller satisfaction.
- Trained new hires on emergency protocols and software usage.

CALL CENTER AGENT

National Emergency Services

2014 - 2016

- Managed high-volume incoming calls, providing immediate assistance to emergency situations.
- Utilized call routing systems to ensure efficient distribution of calls to appropriate departments.
- Documented all interactions accurately to maintain comprehensive records for future reference.
- Engaged in continuous training to stay updated on emergency response protocols.
- Collaborated with team members to refine call handling procedures.
- Assisted in community outreach programs to educate the public on emergency response.