

# Chloe E. Reed

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Dallas - Fort Worth Metroplex

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## KEY COMPETENCIES

Report Writing

Strong Attention to Detail

Data Analysis

Technical Proficiency

Self-Motivated

Excellent communication skills

Time Management

Typing Speed and Accuracy

Customer Service

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## PROFESSIONAL EXPERIENCE

### Securitas Technology

2022 - Present

#### Monitoring Specialist

- Utilized automation software to document and respond to incoming alarm signals, adhering to strict procedures for accuracy and efficiency..
- Entered and maintained detailed records in the automation system, ensuring precise and timely documentation of all events and actions.
- Handled high-volume data entry tasks while managing a multi-line telephone system, demonstrating ability to work under pressure and prioritize tasks.
- Ensured the confidentiality and security of sensitive information, complying with privacy regulations and company policies.
  - **Key Achievement:** Recognized as a top performer for a month straight immediately after completing training, demonstrating exceptional skill and dedication.

### United States Postal Inspection Service

2018 - 2021

#### Emergency Dispatcher

- Responded to emergency calls from employees and customers, ensuring prompt notification to the appropriate personnel.
  - Authored comprehensive reports documenting all emergency incidents, demonstrating strong attention to detail and accuracy.
  - Monitored the transport of prisoners by law enforcement, maintaining secure and precise communication.
  - Assisted law enforcement with NCIC requests, including running license plates, showcasing adeptness in handling sensitive data.
    - **Key Achievement:** Recognized frequently for my ability to write excellent reports promptly, designated as the trainer for my shift, and trained as the sole backup for our NCIC team.
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## EDUCATION & CERTIFICATIONS

Tarrant County College

2011-2015

## REFERENCES

Available upon request

## PROFESSIONAL EXPERIENCE CONTINUED

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### National Monitoring Center

2015 - 2017

#### Alarm Monitor

- Strictly adhered to established procedures, ensuring consistent and reliable response protocols were followed.
- Thoroughly documented all interactions and activities, promptly informing emergency agencies, customers, and alarm companies as required.
- Responded to active alarms with a sense of urgency, prioritizing swift and effective action to ensure safety and resolution.
- Managed high-stress, multi-personnel calls with composure, seamlessly picking up work from various queues to provide assistance whenever needed.

### Equifax

2015 - 2015

#### Verification/Fulfillment Specialist

- Conducted outbound calls and sent faxes to verify borrower employment information, ensuring accurate and reliable validation.
  - Collected and reviewed all required documentation to confirm application details, ensuring completeness and accuracy.
  - Input data with precision and efficiency, consistently maintaining high standards of accuracy and timeliness.
  - Managed client and borrower information with strict confidentiality.
    - **Key Achievement:** Consistently exceeded weekly quotas while maintaining exceptional quality standards.
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