

Chloe E. Reed

972 - 670 - 2122 · Chloeelicia.Reed@gmail.com
Dallas - Fort Worth Metroplex

PROFESSIONAL SUMMARY

Experienced senior dispatcher with nine years of expertise in high-volume call management, emergency dispatch, and customer communication; recognized for top performance and dedication. Proven ability to handle complex situations with efficiency and accuracy while maintaining clear, professional communication. Skilled in writing detailed reports, coordinating emergency responses, and delivering high-quality service under pressure. Seeking a role that offers greater flexibility and growth opportunities to further leverage my skills in a dynamic setting.

KEY COMPETENCIES

Report Writing	Technical Proficiency	Time Management
Strong Attention to Detail	Self-Motivated	Typing Speed and Accuracy
Data Analysis	Excellent communication skills	Data Integrity and Security Awareness

PROFESSIONAL EXPERIENCE

Securitas Technology Monitoring Specialist

2022 - Present

- 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 Emergency Dispatcher

2018 - 2021

- 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.

EDUCATION & CERTIFICATIONS

Tarrant County College
2011-2015

REFERENCES

Available upon request

PROFESSIONAL EXPERIENCE CONTINUED

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.
-

Chloe Reed

CITY EDITOR

972 - 670 - 2122 · chloeelicia.reed@gmail.com
Dallas - Fort Worth Metroplex

Dear Hiring Manager,

I am excited to apply for the Server Assistant position at Ten Sushi. With a passion for sushi, an appreciation for Ten Sushi's menu and dining experience, and a proven ability to support teams in fast-paced environments, I am eager to contribute to your restaurant's success.

My background as a dispatcher and Monitoring Specialist has equipped me with skills that translate seamlessly to the role of a server assistant. In these positions, I managed high volumes of tasks, prioritized responsibilities, and maintained focus under pressure—all while collaborating with colleagues to ensure smooth operations. I excel at anticipating needs and providing proactive support, which I know are essential traits for assisting servers and delivering exceptional guest experiences.

Beyond my professional experience, I have a personal appreciation for sushi and Japanese cuisine. I am familiar with the techniques, presentation, and attention to detail that make sushi dining special. This familiarity, paired with my ability to observe and respond to guests' and team members' needs, makes me confident in my ability to uphold Ten Sushi's high standards.

I take pride in being a team player who thrives in collaborative environments. Whether it's ensuring tables are set to perfection, assisting in maintaining the flow of service, or stepping in to help wherever needed, I am committed to supporting the team and contributing to an outstanding guest experience.

Thank you for considering my application. I would love the opportunity to discuss how my skills, enthusiasm, and dedication to teamwork align with the needs of your team. I look forward to the possibility of contributing to Ten Sushi's welcoming and vibrant atmosphere.

Sincerely,

Chloe Reed