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| Amy LibbyB.A JournalismUniversity of Georgia 678-559-4732  amylibbz@gmail.comEXPERIENCEGwinnett County Police Department – *Communications Officer I* May 2018 - PRESENT* 911 Call-taker
* Ability to remain compassionate in high stress situations while having extensive knowledge to give out instructions to callers and use skills to locate and send out help
* Receive and signal priority levels of both emergency and non-emergency calls sent up for dispatch
* Simultaneously operate Interact ALI/ANI Phone System, Computer Aided Dispatch system, GPS Coordinate Maverick Maps System.
* Trained to operate a quad screen platform, two keyboards, 2 mice, and a double phone
* Assign case numbers for warrants and criminal investigations for GCPD Detectives and Gwinnett County Sheriff’s Officers.
* Certified to operate GCIC/NCIC databases to confirm warrants for wanted criminal and search vehicle driver histories and registration,
* Responsible for providing emergency medical diagnostics and pre-dispatch arrival instructions
* panic, burglary, and fire alarm calls across Gwinnett County
* Independently operate GCPD Administration Line

On The Border Mexican Bar and Grill, Athens, GA – *Marketing Assistant, Caterer*October 2017-April 2018* Worked under the Marketing Director to increase catering revenue
* Proficiently worked in MonkeyMedia to create caterings, generate new client details, and edit orders
* Work with the Catering Director to put together orders, deliver caterings on schedule, and continue to create repeat customers
* Trained to complete large orders as part of a team: including taking directions, completing complex assigned tasks, and tracking food safety along the order journey
* Tasked to visit local businesses to keep OTB front of mind

Bulldog Technology & Repair Center at the UGA Bookstore— *Technology Associate*  May 2016 – May 2017 * Preformed presentations of the store’s laptops, tablets and other technology, and consulted with customers to determine the best product for their technology needs
* Sold tens of thousands of dollars worth of laptops and merchandise
* Coordinated with company representatives from Apple and Safeware to approve repairs and insurance claims
* Ran databases and Excel spreadsheets for Bulldog Technology Repair
* Explained hardware and software issues, damages, and repairs to customers, and counseled customers on the best course of action for repairs

University of Georgia Bookstore— *Customer Service Representative*May 2015 – May 2016* Resolved customer problems and complaints and negotiated exchanges, returns, and refunds of merchandise
* Performed individual cap-and-gown consultations and fittings
* Explained hardware and software issues, damages, and repairs to customers, and counseled customers on the best course of action for repairs
* Determined the validity of customer complaints and reported them to upper-level management.

Michelle Roche Media Relations, Athens, GA— *PR Intern*June 2013 – January 2014 * Responsible for updating and maintaining firm’s social media presence
* Maintained database containing thousands of media contacts
* Booked shows directly with radio stations, music venues, and promoters
* Edited and gave final approval of artist interviews and press releases
* Maintained concert schedule, bookings, and PR material for over a dozen bands

PasteMagazine.com, Atlanta, GA — *Editorial/Film Intern* May 2012 – August 2012 * Public articles on Paste.com on subjects ranging from: film and music reviews, interactive film marketing, the Atlanta Film Festival, top film lists, and other breaking entertainment news
* Assisted designing the visual content for front-page *50 Best Films of 2012 List*
* Researched and pitched ideas for upcoming articles
* Transcribed audio and video interviews
* R Coordinated content with Paste staff via Excel spreadsheets, Microsoft Outlook, Google Docs, Google+ and more

**References:*****Ashley Griffin****Crime Scene Specialist**Gwinnett County Police Department* ***Ashley.griffin@gwinnettcounty.com****678-602-8969* ***Haley Woodard****Animal Control Supervisor**Forsyth County* ***Haleywoodard11@yahoo.com****678-780-1857****Callie Bennett*** *Clerk of Superior & State Courts****Callie.bennett@athensclarkecounty.com****404-285-3542* ***Jason Conklin****IT Specialist, University of Georgia****Jason.conklin@uga.edu****706-424-2350*   |  |