|  |  |
| --- | --- |
| Amy Libby B.A Journalism University of Georgia   678-559-4732   [amylibbz@gmail.com](mailto:amylibbz@gmail.com)EXPERIENCEGwinnett 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***](mailto:Ashley.griffin@gwinnettcounty.com)  *678-602-8969*  ***Haley Woodard***  *Animal Control Supervisor*  *Forsyth County*  [***Haleywoodard11@yahoo.com***](mailto:Haleywoodard11@yahoo.com)  *678-780-1857*  ***Callie Bennett***  *Clerk of Superior & State Courts*  [***Callie.bennett@athensclarkecounty.com***](mailto:Callie.bennett@athensclarkecounty.com)  *404-285-3542*  ***Jason Conklin***  *IT Specialist, University of Georgia*  [***Jason.conklin@uga.edu***](mailto:Jason.conklin@uga.edu)  *706-424-2350* |  |