

**Frankie Ford**  
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## **Education**

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Organizational Psychology	Present
University of Phoenix – Master's	
Psychology/Mental Heath – BA	Feb 2018
Point University- Atlanta, GA	
Health Science – Associates	May 1995
Touro College – New York, NY	

## **Qualifications**

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- Advising people in life skills and creating a positive work environment.
- Analytical in providing team work and in personal and professional goals.
- Self-Motivated in showing leadership skills and recognizing problems.
- Customer Service and proficient in many different computer programs.

## **Work History**

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### **Veterans Administration Medical Center**

**Atlanta, GA**

### **Telecommunications Operator**

**November 2013 – Present**

Screen & route incoming calls using electronic attendant console. Provide instructions & assistance to callers within and outside the medical center. Assist in placing local and long distance calls. Answer all emergency calls & alarms, operate radio, audio and digital paging systems, maintains appropriate records. Perform paging services as required within the hospital, provide general information as requested. Responsible for the entire shift work schedule and emergency calls training. Monthly reports that indicated progress of all call and regularly scheduled meetings with staff and hospital personnel that facilitated the consistent team training. Part of the management team that implemented an updated telephone system for veterans easy access telephone line. Handles incoming crisis calls from veterans that are seeking help. Assist in handling crisis call for veterans on Suicide Hotline.

### **ITT Technical Institute**

**Atlanta, GA**

### **Educational Recruiter**

**September 2010 – November 2013**