

# Mark J. Cantv

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## **OBJECTIVE**

To become a Somerville Police Officer where I can utilize my strong qualifications in public safety, leadership, well-developed analytical skills, training and emergency response.

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## **EMPLOYMENT**

### **Somerville DPW**

*February 2016-present*

- Heavy Equipment Operator

### **EAI Insulation**

*January 2015-September 2015*

- Insulation Technician

### **Millenium Power Sweeping,**

*July 2014-January 2015*

- General maintenance

### **Nahant Fire Department, Nahant, MA**

*Call Firefighter May 2011-May 2015*

- Involved in a range of emergency situations including but not limited to: house fires, automobile accidents, medical stabilization, etc.

### **Eastern Insurance, Wakefield, MA**

*Customer Service Associate February 2013-June 2014*

- Attracts potential customers by answering product and service questions; suggesting information about other products and services.
- Recommends potential products or services to management by collecting customer information and analyzing customer needs.

### **Energetix Co., Inc., Swampscott, MA**

*Data Analyst November 2010-February 2013*

- Manage daily office activities for busy sub-metering company
- Analyze daily flow of billing for sub-metering company, manage numerous multi-specialty accounts
- Centralized customer service operations to maximize efficiency and expedite problem resolution time
- Provide management with detailed and accurate analysis of sub-metering billing

### **Eastern Bank, Lynn, MA**

*Teller November 2009-November 2010*

- Handled various accounting transactions and reconciliation tasks
- Provided account status data whenever requires and handled phone enquiries
- Provide excellent customer service by answering or referring financial questions to correct supervisory staff.

### **Swampscott Public Schools, Swampscott, MA**

*Substitute Teacher January 2005-March 2009*

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## **PROFESSIONAL DEVELOPMENT/CERTIFICATIONS**

- 2017 Massachusetts Police Civil Service Written Exam Score: 97
- Massachusetts Firefighter I/II Certification

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## **EDUCATION**

### **Salem State College, Salem, MA**

*Bachelor of Arts January 2007-Present*

*Major: Criminal Justice*

### **Endicott College, Beverly, MA**

*September 2005-January 2006*

*Transferred credits to Salem State College*