

MARILU HERNANDEZ

Addison 60101

Currently acting Director at the Village of Addison, Addison Consolidated Dispatch Center (ACDC) with a proven record of accomplishment in staff management. Expertise in overseeing communications and emergency dispatch operations at ACDC, enhancing efficiency, decision-making, and operational standards. Skilled in demonstrating leadership.

EXPERIENCE

SEPTEMBER 16, 2024 – PRESENT

ACTING DIRECTOR OF COMMUNICATIONS, VILLAGE OF ADDISON, ADDISON CONSOLIDATED DISPATCH CENTER (ACDC)

Just appointed.

- Interaction with member agencies to build connections and nurture relationships.
- Schedule employees for shifts, and special assignments taking into account employee strengths.
- Assist in recruiting, hiring, and training of ACDC personnel.
- Train and guide personnel to maintain high performance.
- Tracks employee attendance and punctuality, addressing repeat problems quickly to prevent long-term habits.
- Observe each employee's individual strengths and mentor to improve areas of weakness.

MARCH 1, 2022 TO SEPTEMBER 15, 2024

DEPUTY DIRECTOR OF COMMUNICATIONS, ACDC

- Provide leadership to the operations staff including Operations Managers, Professional Standards Coordinator, Team Leads and Operators in Charge, Telecommunicators, and the Alarm Board Operators.
- Liaison between ACDC and member agencies, networking relationships.
- Oversee Communications.
- Modernize operations.
- Improve coordination and communications across organization to increase operational efficiency.
- Collaborate with member agencies to accomplish key objectives.
- Establish and maintain strong relationships with member agencies, and the communities.
- Represent ACDC, the Village of Addison, and the Addison Police Department.
- Led recruitment and development of existing talent and capabilities.
- In process of creating succession plans to provide continuity of operations during leadership transitions.

JULY 18, 2018 TO FEBRUARY 28, 2022

OPERATIONS MANAGER, ACDC

- Oversaw dispatch daily operations.
- Established positive and effective communication among unit staff and organization leadership.
- Ensured 911 emergency, non-emergency, and in-house lines for the Village of Addison and member agencies are answered and processed in an efficient manner.
- Ensured Dispatchers are gathering information on calls for service and entering that information into the CAD System.
- Administered and enforced the Village and Department rules and regulations, including recommending disciplinary action.
- Prepared schedules, and make specific job assignments.
- Trained and guided team members to maintain high performance.

JUNE 24, 1998 TO JULY 17, 2018

TELECOMMUNICATOR-TEAM LEAD, ACDC

- Operated telephone and radio equipment to receive requests and reports from police officers.
- Assisted callers in emergencies with appropriate information and support.
- Used CAD system.
- Proficient in LEADS.
- Received 911 and non-emergency calls and dispatched calls to appropriate agencies and responders.
- Organized and detail-oriented with a strong work ethic.
- Participated in team projects, demonstrating an ability to work collaboratively and effectively.

EDUCATION

EXPECTED IN JANUARY 2025

EMERGENCY AND DISASTER MANAGEMENT, BACHELOR OF ARTS AMERICAN PUBLIC UNIVERSITY, CHARLES TOWN WV

- Epsilon Pi Phi Honor Society
- Homeland Security Honor Society
- Dean’s List 2024

JUNE 1997

ASSOCIATES IN APPLIED SCIENCE, COLLEGE OF DUPAGE, GLEN ELLYN IL

SKILLS

- Staff Management
- Budgeting
- Staff Development
- Project Coordination
- Rules & Regulations

LANGUAGES

Spanish – Native/Bilingual

ACTIVITIES

Volunteer at Community Outreach Events