

- 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