

911 Operator

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Compassionate and efficient 911 Operator with two years of experience managing emergency calls and coordinating responses. Proven ability to assess situations quickly and accurately, ensuring the safety of callers. Committed to delivering high-quality service while maintaining calm under pressure. Eager to leverage my skills in a fast-paced environment to support community safety and emergency response efforts.

911 Operator

Mar / 2024-Ongoing

📌 Chicago, IL

1. Managed a high volume of emergency and non-emergency calls, providing critical information to responders.
2. Collected and verified essential information from callers to assess the urgency of the situation.
3. Determined the appropriate response level and dispatched emergency services accordingly.
4. Entered detailed incident reports into the computer database for accurate record-keeping.
5. Communicated with various agencies to relay information and coordinate responses effectively.
6. Monitored radio communications to stay updated on ongoing incidents and field units' statuses.
7. Utilized TTY technology to assist hearing-impaired callers in emergencies.

911 Operator

Mar / 2023-Mar / 2024

📌 Seattle, WA

1. Provided guidance to callers on legal processes and emergency procedures as needed.
2. Assessed callers' needs during high-stress situations to ensure appropriate assistance.
3. Operated a multi-line phone system while adhering to established protocols and guidelines.
4. Achieved state certification as a telecommunicator, emphasizing commitment to professional standards.
5. Effectively dispatched emergency calls to the relevant agencies, ensuring prompt response.
6. Maintained accurate data input into SLED/NCIC systems for efficient tracking of incidents.

Associate of Applied Science in Emergency Management

Mar / 2022-Mar / 2023

📌 Phoenix, AZ

Focused on emergency response protocols, crisis management, and public safety communication.

Stress Management

Data Entry

Attention To Detail

Active Listening



- 📞 Successfully handled over 1,000 emergency calls, ensuring timely dispatch of services.

- 🌟 Implemented a new protocol for data entry that improved accuracy by 30%.

- Received commendation from supervisors for outstanding performance during peak emergency events.