



MIA TAYLOR

Ambulance Dispatcher

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PROFESSIONAL SUMMARY

Seasoned Ambulance Dispatcher with 7 years of expertise in emergency communication and dispatch coordination. Proven ability to thrive in high-pressure environments, ensuring rapid response times and effective resource allocation. Dedicated to enhancing operational efficiency and maintaining compliance with medical protocols, while fostering teamwork and clear communication.

WORK EXPERIENCE

Ambulance Dispatcher 📅 Mar / 2021-Ongoing
Blue Sky Innovations 📍 Chicago, IL

- 1. Operated and maintained dispatch communication systems to ensure seamless emergency response.
- 2. Assessed caller needs and dispatched appropriate emergency services based on urgency and location.
- 3. Utilized computerized data systems for real-time updates on emergency calls and resource availability.
- 4. Maintained comprehensive files on emergency incidents and personnel readiness for quick retrieval.
- 5. Evaluated and prioritized emergency situations, dispatching units according to established protocols.
- 6. Handled high-volume calls efficiently, ensuring all emergencies were addressed promptly.
- 7. Coordinated transportation arrangements for patients between facilities as needed.

Ambulance Dispatcher 📅 Mar / 2018-Mar / 2021
Summit Peak Industries 📍 Denver, CO

- 1. Managed dispatching of ambulances and emergency vehicles for urgent 911 calls.
- 2. Gathered vital information for dispatch reports, ensuring accuracy in patient care documentation.
- 3. Monitored the status of ambulance crews, maintaining situational awareness throughout shifts.
- 4. Executed radio and telephone communications for emergency operations in collaboration with supervisors.
- 5. Processed both emergency and non-emergency calls, scheduling transport as required.
- 6. Oversaw dispatch operations, ensuring compliance with safety protocols and response standards.

EDUCATION

Associate of Applied Science in Emergency Management 📅 Mar / 2015 - Mar / 2018
City College of San Francisco 📍 Portland, OR

Focused on emergency management principles and practices, including dispatch operations.

SKILLS

Emergency Communication Protocols

Crisis Management

Emergency Response Coordination

Dispatch Software Proficiency

Emergency Protocol Knowledge

Call Handling Skills

INTERESTS

🎮 Gaming

👜 Fashion

🎬 Film

💻 Technology

STRENGTHS

⚖️ Fairness

↔️ Flexibility

➡️ Forward-thinking

❤️ Gratitude

LANGUAGES

English

Spanish

Polish

ACHIEVEMENTS

- 🌟 Reduced emergency response times by 20% through effective dispatch strategies.
- 🌟 Coordinated over 1,000 emergency calls monthly, ensuring timely patient transport.
- 🌟 Implemented a new training program for dispatch staff, increasing team efficiency by 30%.