



# ETHAN MARTINEZ

Security Dispatcher

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## PROFESSIONAL SUMMARY

Proactive Security Dispatcher skilled in managing emergency situations and dispatching security personnel effectively. Recognized for improving response times by 30% and implementing efficient communication systems to enhance overall security operations.

## WORK EXPERIENCE

### Security Dispatcher

Blue Sky Innovations

📅 May / 2021-Ongoing

📍 Chicago, IL

1. Helped develop and implement the new computer-aided dispatch system and provided training for the company service centers.
2. Produced quality work sufficient enough to earn quality employment references for future opportunity.
3. Served as the customer's company contact to ensure the product they need and to deliver it on time.
4. Maintained and prioritized daily tasks and projects including call logs, appointments, travel, expense reports, and general errands. Liaised with vendors to order and maintain an inventory of office supplies.
5. Assisted in all areas of administrative work including data entry, receptionist duties, file organization, research, and development.
6. Communicate effectively both in person and on the phone with management, customers, and drivers, providing concise instruction or information.
7. Provided customer services by listening to work related concerns of drivers and directed them to the appropriate personnel.

### Distribution Operations Group Leader

Summit Peak Industries

📅 May / 2020-May / 2021

📍 Denver, CO

1. Process-improvement: Rankaizen project for new stock reserve procedures resulting in an increase of 400-600 cases per hour.
2. Performed daily best practice audits for all departments to ensure the building was green at all times.
3. Implemented start-of-shift best practice safety checks on powered equipment.
4. Performance optimization: collaborated with leaders in all departments to meet daily shipping goals of 100% and consistently exceeded daily 96% and weekly 93%customer levels of service goals.

## EDUCATION

### Bachelor of Science in Criminal Justice

University of Phoenix

📅 May / 2019-May / 2020

📍 Seattle, WA

Focused on law enforcement practices, emergency response protocols, and crisis management.

## SKILLS

As400



Omnitracs



Dispatch



Multitasking Ability



Conflict Resolution



## INTERESTS

🎨 Art

🤝 Volunteering

🌲 Hiking

🧘 Yoga

## STRENGTHS

🔍 Criticality

☰ Detail-oriented

🤝 Diplomacy

😊 Enthusiasm

## LANGUAGES



English



French



Polish

## ACHIEVEMENTS

- ★ Streamlined dispatch processes, resulting in a 20% reduction in incident response times.
- ★ Developed training materials for new dispatchers, improving onboarding efficiency by 30%.
- ★ Implemented a new communication protocol that enhanced team coordination during emergencies.