

# **EVELYN WHITE**

**Emergency Dispatcher** 

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## PROFESSIONAL SUMMARY

Enthusiastic Emergency Dispatcher with two years of experience managing urgent calls and facilitating swift emergency responses. Adept at utilizing strong communication skills to ensure effective coordination among agencies. Committed to enhancing public safety through meticulous data handling and rapid decision-making, ready to contribute to a responsive emergency services team.

#### WORK EXPERIENCE

#### **Emergency Dispatcher**

Apr / 2024-Ongoing

Seaside Innovations

- 📮 Santa Monica, CA
- 1. Supports the monitoring and processing of alarms in the Central Monitoring Station (CMS).
- 2. Receives, processes, and dispatches emergency calls to the appropriate agencies.
- 3. Delivers exceptional customer service by addressing inquiries and service requests from customers.
- 4. Acknowledges alarms and dispatches personnel based on urgency and situation.
- 5. Logs all calls into the system activity report for accurate recordkeeping.
- 6. Generates reports for management to analyze response effectiveness.
- 7. Continuously monitors alarm signal queues to prioritize responses efficiently.

## **Emergency Dispatcher**

## Apr / 2023-Apr / 2024

# Lakeside Apparel Co

- **耳** Chicago, IL
- 1. Responded to all 911 calls for multiple municipalities, ensuring prompt assistance.
- 2. Coordinated dispatch of law enforcement and emergency services effectively.
- 3. Requested support from rescue and fire departments as needed during emergencies.
- 4. Identified and transferred calls requiring medical assistance to qualified Emergency Medical Services.
- 5. Managed non-emergency inquiries, providing accurate information to the public.
- 6. Entered and verified warrants into the Mules and Regency systems for record accuracy.

# **EDUCATION**

# Associate of Science in Criminal Justice

Apr /

Apr / 2023

Springfield Community College

**耳** Seattle, WA

Studied criminal law, emergency management, and communication strategies.

## **SKILLS**



#### **INTERESTS**

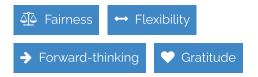




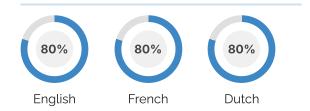




## **STRENGTHS**



## **LANGUAGES**



## **ACHIEVEMENTS**

Successfully managed over 300 emergency calls per month, ensuring timely dispatch of services.

Implemented a new logging system that improved call documentation accuracy by 30%.