



# AMELIA MOORE

Emergency Operator

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## PROFESSIONAL SUMMARY

Accomplished Emergency Operator with 7 years of experience in emergency response coordination and crisis management. Proficient in assessing urgent situations, dispatching appropriate resources, and ensuring effective communication among teams. Committed to enhancing public safety through swift and accurate responses, ready to leverage expertise in a high-impact environment.

## WORK EXPERIENCE

**Emergency Operator** 📅 Mar / 2021-Ongoing  
**Quantum Solutions LLC** 📍 Phoenix, AZ

- 1. Determined response requirements and prioritized situations, dispatching units per established protocols.
- 2. Respond to emergency calls and assess the situation for appropriate action.
- 3. Interrogated callers to ascertain their locations and the nature of their emergencies to facilitate appropriate responses.
- 4. Communicated information and updates between emergency sites, law enforcement, and relevant agencies.
- 5. Handled incoming calls regarding emergency and non-emergency services, ensuring accurate routing.
- 6. Documented necessary information using system applications for record-keeping and analysis.
- 7. Briefed emergency room staff on patient conditions upon hospital arrival, ensuring seamless transitions of care.

**Emergency Operator** 📅 Mar / 2018-Mar / 2021  
**Crescent Moon Design** 📍 Portland, OR

- 1. Received and accurately routed emergency calls to appropriate services, enhancing response efficiency.
- 2. Coordinated dispatch for multiple fire departments and emergency responders simultaneously.
- 3. Maintained logs for on-call physicians and managed overhead paging for emergencies.
- 4. Conducted regular checks and maintenance of emergency communication equipment.
- 5. Ensured compliance with safety protocols during emergency drills per Homeland Security guidelines.
- 6. Trained new hires on emergency response procedures and communication systems.

## EDUCATION

**Associate of Applied Science in Emergency Management** 📅 Mar / 2015 - Mar / 2018  
**Central State Community College** 📍 Portland, OR

Focused on emergency response strategies, public safety, and crisis management.

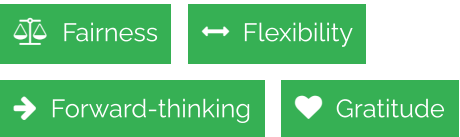
## SKILLS



## INTERESTS

- 🎮 Gaming
- 👜 Fashion
- 🎬 Film
- 💻 Technology

## STRENGTHS



## LANGUAGES



## ACHIEVEMENTS

- 🌟 Successfully managed over 5,000 emergency calls annually, ensuring timely responses.
- 🌟 Implemented a new dispatch protocol that reduced response time by 20%.
- 🌟 Trained 10 new operators in emergency procedures and communication techniques.