



# MASON WILSON

Police Dispatcher

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## PROFESSIONAL SUMMARY

Enthusiastic Police Dispatcher with two years of experience in emergency communications and crisis response. Skilled in prioritizing urgent calls and dispatching appropriate services while maintaining calm under pressure. Eager to utilize strong communication skills to enhance community safety and support first responders effectively.

## WORK EXPERIENCE

### Police Dispatcher

Quantum Solutions LLC

📅 Mar / 2024-Ongoing

📍 Phoenix, AZ

1. Questioned callers to accurately assess their locations and emergencies, ensuring appropriate response.
2. Documented call details, dispatches, and messages to maintain comprehensive records.
3. Utilized computerized data systems to enter, update, and retrieve information on wanted persons and stolen property.
4. Relayed critical information to law enforcement and emergency personnel to facilitate timely responses.
5. Determined response priorities and dispatched units following established protocols.
6. Answered inquiries and directed calls to the appropriate departments when not requiring dispatch.
7. Completed training and certification programs to enhance emergency communication skills.

### Police Dispatcher

Cactus Creek Solutions

📅 Mar / 2023-Mar / 2024

📍 Phoenix, AZ

1. Received incoming calls regarding emergencies and non-emergencies, ensuring prompt and accurate response.
2. Evaluated situations to determine priority and dispatched necessary units accordingly.
3. Maintained accurate records of all communications and dispatches for future reference.
4. Updated and managed information in computerized systems related to emergency services and personnel.

## EDUCATION

### Associate of Science in Criminal Justice

Springfield Community College

📅 Mar / 2022-Mar / 2023

📍 Chicago, IL

Focused on emergency management and public safety communication strategies.

## SKILLS

Advanced Data Management



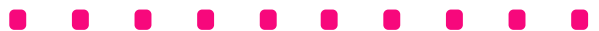
Effective Crisis Communication



Emergency Dispatch Software Proficiency



Call Prioritization



Patience



## INTERESTS

🔧 Woodworking

🌠 Star Gazing

★ Theatre

🏠 Architecture

## STRENGTHS

😊 Politeness

🚩 Determination

🚀 Ambition

✅ Dedication

## LANGUAGES



English



Spanish



Polish

## ACHIEVEMENTS

★ Successfully managed dispatch for over 300 emergency calls per month.

★ Improved response times by 15% through effective prioritization of calls.