

Sebastian Marshall

Deputy Chief, EMS Operations

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STRENGTHS

- 🛠️ **Operational Command**
During surge periods, balanced staffing, deployment, and readiness needs so crews could answer calls with confidence.
- 💡 **Clinical Quality**
When patient safety signals surfaced, connected TQM review with Medical Director guidance and practical field coaching.
- 👥 **People Development**
Field training and competency reviews gave newer Paramedics clearer expectations, steady feedback, and room to grow.
- 🚒 **Emergency Leadership**
Major incidents called for calm structure, so NIMS and ICS practices kept resources, hospitals, and teams aligned.
- ⚙️ **Resource Stewardship**
Budget requests, replacement priorities, and medication audits turned limited resources into dependable operational readiness.

SKILLS

<u>EMS deployment</u>	<u>QA/QI</u>	
<u>Risk management</u>	<u>Budgeting</u>	
<u>Human resources</u>		
<u>Emergency management</u>	<u>ePCR</u>	
<u>CAD</u>	<u>Scheduling</u>	
<u>Asset management</u>	<u>TQM</u>	<u>NIMS</u>
<u>ICS</u>	<u>EOC coordination</u>	
<u>Labor relations</u>		

LANGUAGES

English Native

SUMMARY

Senior EMS command leader and Texas licensed Paramedic with 15 years of progressively responsible 911 experience, including more than nine years supervising fire based and third service operations and six years in senior command roles. Directs **ambulance deployment**, clinical quality, workforce readiness, **emergency preparedness**, regulatory compliance, and controlled substance accountability. Leads TQM, ePCR governance, Medical Director protocol implementation, **evidence based practice**, patient safety reviews, and corrective action across cardiac arrest, trauma, stroke, STEMI, sepsis, airway management, and medication safety. Experienced with NIMS, ICS, EOC coordination, mass casualty planning, **continuity of operations**, budgeting, capital planning, labor sensitive personnel management, and interagency partnerships. Builds capable command teams and connects operational data with reliable service delivery.

EXPERIENCE

Division Chief, EMS Operations

Brazos Valley Emergency Medical Authority 📅 January 2021 - Present 📍 Sugar Land, TX

Leads daily 911 EMS operations, command staff, clinical quality, training, logistics, deployment planning, and major incident coordination across a high performance service.

- Balanced CAD demand, staffing, deployment, and **unit hour utilization** for dependable 911 coverage.
- Connected response data with clinical outcomes, giving executives clearer deployment and planning insight.
- Led TQM reviews covering **cardiac arrest**, trauma, stroke, STEMI, sepsis, airway care, and medication safety.
- Coached command, quality, training, and logistics leaders through evaluations, discipline, and **succession planning**.
- Aligned **Medical Director** protocols with evidence review, competency standards, remediation, and **patient safety** priorities.
- Directed NIMS and ICS command during **major incidents**, coordinating EOC resources, hospitals, and continuity plans

EMS Battalion Chief

Trinity Metro EMS Cooperative 📅 July 2017 - December 2020 📍 Katy, TX

Managed multi unit 911 operations, controlled substance security, workforce development, capital planning, quality reporting, and regional emergency partnerships.

- Resolved **staffing**, readiness, supply, and deployment gaps during routine and surge operating conditions.
- Strengthened DEA **controlled substance** security through reconciliation, audits, accountability, and diversion prevention.
- Directed **continuing education**, **field training**, annual competency verification, specialty instruction, and orientation.
- Prepared budget inputs, replacement priorities, capital requests, and procurement justifications for ambulances.
- Used ESO ePCR and CAD reporting to focus documentation reviews and response improvement efforts.
- Represented EMS with hospitals, **public health**, regional agencies, and **emergency management** partners

EMS Captain

Coastal Bend Emergency Response District 📅 March 2014 - June 2017 📍 Rosenberg, TX

Supervised paramedic crews, daily assignments, readiness controls, clinical review, incident coordination, recruitment, and special event planning for a busy EMS district.

MY CAREER



● Division Chief, EMS Operations at Brazos Valley Emergency Medical Authority (5.7 Years)

● EMS Battalion Chief at Trinity Metro EMS Cooperative (3.4 Years)

● EMS Captain at Coastal Bend Emergency Response District (3.2 Years)

● Paramedic, Field Training Officer at Lone Star Regional EMS (2.4 Years)

- Supervised paramedic crews and maintained vehicle, medication, **equipment**, and supply readiness.
- Reviewed complex calls for **protocol compliance**, HIPAA, **infection prevention**, documentation quality, and clinical learning.
- Applied ICS during multi unit incidents, coordinating triage, transport, communications, staging, and accountability.
- Delivered **coaching** and remediation for clinical concerns, documenting expectations and improvement.
- Supported **recruitment**, promotional assessments, onboarding, field training **evaluations**, and supervisor mentoring.
- Built special event medical plans that preserved normal 911 response capacity

Paramedic, Field Training Officer

Lone Star Regional EMS 📅 September 2011 - February 2014 📍 Missouri City, TX

Delivered advanced life support care while evaluating new Paramedics, protecting ambulance readiness, supporting mass casualty exercises, and informing command decisions.

- Delivered advanced life support care across medical, **trauma**, cardiac, neurologic, respiratory, and behavioral emergencies.
- Evaluated new Paramedics on judgment, protocol adherence, documentation, scene leadership, and safe operations.
- Completed **ePCR** records and peer review with attention to medication safety and confidentiality.
- Maintained ambulance and pharmaceutical readiness through checks, reconciliation, and escalation.
- Supported mass casualty exercises using **NIMS** and **ICS** for staging, triage, and transport.
- Provided frontline observations for protocol, training, and deployment reviews

PROJECTS

Clinical Quality and Deployment Review 📅 2024

A difficult pattern in response and clinical data became a planning opportunity. Linked CAD demand, ePCR findings, and patient outcomes through TQM reviews, helping command teams focus deployment, protocol compliance, and corrective action.

Regional Mass Casualty Readiness Program 📅 2022

Large emergencies test every handoff. Coordinated NIMS and ICS planning, EOC communication, hospital interface, resource tracking, and continuity actions for stronger regional response readiness.

LEADERSHIP & AWARDS

- Command leadership recognition for sustained oversight of high performance 911 EMS operations and patient safety improvement.
- Professional recognition for developing field training, competency review, and succession planning practices across EMS command teams.

EDUCATION

Bachelor's Degree in Emergency Health Sciences

Texas State University 🎓 GPA: 0 📅 2014 📍 San Marcos, TX

Coursework: EMS operations, emergency management, clinical leadership, public health

Associate of Applied Science in Emergency Medical Services

Houston Community College 🎓 GPA: 0 📅 2011 📍 Houston, TX

Coursework: Paramedic practice, patient assessment, emergency pharmacology, field operations

CERTIFICATIONS

- Texas Licensed Paramedic 📅 2011
- Texas EMS Instructor 📅 2014
- ICS 100, 200, 300, 400, 700, and 800 📅 2014

- Valid Texas Driver License 📅 2011

TECHNICAL SKILLS

- **EMS Platforms:** ESO, Motorola, Operative IQ
- **Scheduling Systems:** WhentoWork, CAD scheduling, unit hour utilization
- **Clinical Documentation:** ePCR, patient care records, protocol review
- **Quality Management:** TQM, QA/QI, corrective action
- **Emergency Command:** NIMS, ICS, EOC coordination
- **Regulatory Compliance:** Texas DSHS EMS, DEA, Texas pharmacy requirements
- **Workplace Standards:** OSHA, HIPAA, CDC infection prevention
- **Operations Planning:** Deployment, mutual aid, peak demand coverage
- **Financial Administration:** Budgeting, payroll, accounting
- **Workforce Management:** Recruitment, evaluations, succession planning
- **Clinical Safety:** Medication safety, diversion prevention, competency assessment
- **Incident Preparedness:** Mass casualty planning, disaster planning, continuity of operations

PROFESSIONAL AFFILIATIONS

- Collaborates with hospitals, public health partners, regional advisory organizations, EMS agencies, and government stakeholders.
- Builds working relationships with Medical Directors, educational institutions, emergency management teams, and field operations leaders.

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST