

LAYLA COLE

EMERGENCY SERVICES MANAGER, EMERGENCY MANAGEMENT OPERATIONS

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STRENGTHS

- 📅 **Preparedness Planning**
Built exercise materials and readiness reports for varied stakeholders. Colleagues valued clear next steps after each review.
- 👥 **Incident Coordination**
Tracked operational information during response activity. A quiet focus on accurate updates helped teams make steadier decisions.
- 💬 **Partner Communication**
Worked with agencies and community partners on briefings and workflows. Trust grew through useful, timely information.
- 📁 **Resource Stewardship**
Managed inventories and operational records with care. Small documentation improvements made resource requests easier to follow.
- ♥️ **Exercise Improvement**
Reviewed exercise results and recommended practical changes. Teams frequently sought a thoughtful second look at response procedures.

SKILLS

Emergency management

Incident Command System

Disaster planning Public safety

Operations leadership

Training development

Emergency communications

Response planning

Recovery planning

SUMMARY

Emergency management leader with experience coordinating **preparedness programs**, response planning, **operational readiness**, **resource allocation**, and interagency work. Builds practical emergency plans, exercise materials, readiness reports, and communication procedures that help response teams act with clarity. Supports **Incident Command System** activities, disaster response, recovery planning, training delivery, inventory management, and public safety operations. Works across agencies, community partners, and response personnel while keeping documentation accurate and useful. Brings a calm, organized approach to incident coordination and program administration, with a strong record of improving procedures after exercises. Prepared to contribute thoughtful planning, dependable operations support, and clear public communication within an emergency services environment.

EXPERIENCE

Emergency Services Coordinator

Regional Emergency Management Office 📅 August 2019 - Present 📍 Sacramento, California

Coordinates preparedness programs, **response planning**, exercise activities, operational records, training sessions, and resource administration across multiple stakeholders. Supports incident coordination and readiness improvement through clear documentation, communication procedures, and practical evaluation.

- Coordinated **preparedness programs** across agencies, improving shared readiness planning and operational alignment.
- Developed response documentation and exercise materials for incident planning and readiness reviews.
- Tracked incident information through communication procedures, giving response personnel clearer operational updates.
- Delivered training sessions and preparedness briefings for response personnel and community partners.
- Maintained resource records, **inventories**, and operational documentation for dependable emergency support.
- Evaluated **exercises** and recommended practical improvements for response and recovery procedures.

Emergency Planning Specialist

Public Safety Planning Center 📅 June 2016 - July 2019 📍 Fresno, California

Supported emergency planning, disaster preparedness, exercise coordination, recovery documentation, public safety procedures, and response team training. Worked with agencies to improve communication workflows and organize records that supported resource requests and operational decisions.

- Created **emergency planning** materials that supported **disaster preparedness** initiatives and response coordination.
- Maintained operational records for exercises, planning reviews, and emergency management program activities.
- Improved agency communication workflows through practical coordination and clear information sharing procedures.
- Prepared recovery reports and resource requests for public safety planning discussions.
- Applied **emergency management** standards and **public safety** procedures during supervised planning activities.

Resource allocation

Operational readiness

Exercise coordination

Staff coordination

Program administration

Interagency collaboration

LANGUAGES

English Native

Spanish Intermediate

MY CAREER



● Emergency Services Coordinator at Regional Emergency Management Office (7.1 Years)

● Emergency Planning Specialist at Public Safety Planning Center (3.1 Years)

- Supported training activities for emergency response teams through organized materials and session coordination.

PROJECTS

Regional Preparedness Exercise Program 📅 2024

Coordinated exercise materials, readiness reviews, partner briefings, and improvement recommendations for a regional preparedness program. Work centered on practical response coordination and clearer follow through after each exercise.

Emergency Recovery Resource Planning 📅 2018

Prepared recovery planning reports and resource documentation that helped agencies organize requests, review operational needs, and support continuity after emergency events.

LEADERSHIP & AWARDS

- Recognized by response partners for dependable coordination during preparedness exercises and operational planning reviews.
- Selected to deliver emergency preparedness briefings for response personnel and community partners.
- Commended for clear documentation supporting resource tracking, recovery planning, and readiness decisions.

EDUCATION

Bachelor's Degree in Emergency Management

California State University, Fresno 🎓 GPA: 3.5 📅 2016 📍 Fresno, California

Coursework: Emergency planning, Incident Command System, disaster response, public safety communications

CERTIFICATIONS

- Incident Command System Training 📅 2024
- Emergency Management Professional Development 📅 2023

TECHNICAL SKILLS

- Emergency Planning:** Emergency plans, response planning, preparedness programs
- Incident Command:** Incident Command System, incident coordination, response procedures
- Disaster Operations:** Disaster preparedness, disaster response, disaster recovery
- Emergency Communications:** Public communication, response communications, partner briefings
- Exercise Management:** Emergency exercises, exercise materials, exercise evaluation
- Resource Management:** Resource allocation, inventory records, resource requests
- Operational Readiness:** Readiness reports, operational planning, readiness activities
- Training Delivery:** Training sessions, preparedness briefings, response team training
- Public Safety:** Public safety procedures, public safety planning, community preparedness
- Program Administration:** Program administration, operational documentation, reporting
- Stakeholder Coordination:** Agency coordination, interagency collaboration, community partners

PROFESSIONAL AFFILIATIONS

- Emergency management professional networks focused on preparedness, response coordination, and community resilience.
- Public safety planning communities supporting shared practices in emergency communications and recovery operations.

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST