

STRENGTHS

- Calm caller support**
During tense simulations, calm questions helped reveal useful details and gave instructors confidence in caller handling.
- Accurate information capture**
Careful data entry kept CAD records complete during timed exercises, even when callers supplied partial information.
- Radio discipline**
Practice with short radio messages improved clarity, and peers began requesting help with difficult transmission drills.
- Protocol awareness**
Following scripted procedures provided a steady path through unfamiliar scenarios and supported consistent instructor feedback.
- Focused multitasking**
Monitoring calls, radio traffic, and logs at once strengthened concentration during busy classroom dispatch exercises.

SKILLS

- CAD

Call Processing
- Radio Communications
- Multi Line Telephones
- FCIC and NCIC

NIMS
- Microsoft Office

Data Entry
- Customer Service
- Incident Documentation
- Emergency Dispatch
- Critical Thinking

Active Listening
- Recordkeeping

Public Information

SUMMARY

Telecommunicator trainee candidate and **emergency communications** student with supervised practice in emergency call simulations, **CAD** dispatch exercises, radio procedure, multi line telephone handling, and high volume information processing. Coursework covers calm questioning, accurate data entry, incident prioritization, caller service, documentation, **NIMS** concepts, and clear relay of time sensitive information. Practical training includes monitoring simultaneous events, following scripted protocols during stressful scenarios, recording incident details, and supporting simulated public safety responses. Maintains a valid Florida Driver License and is preparing for **CritiCall** assessment and Florida 911 Public Safety Telecommunicator training. Brings dependable shift availability, professional telephone etiquette, careful recordkeeping, and a service focused approach to emergency communications.

EDUCATION

Associate of Science in Emergency Administration and Management

Broward College GPA: 0 2027 Fort Lauderdale, FL

Coursework: *Emergency communications, public safety administration, incident management, emergency preparedness*

TECHNICAL SKILLS

- **Dispatch Systems:** Computer Aided Dispatch, CAD workflows, incident status entry
- **Telephone Systems:** Multi line telephones, call transfer, caller intake
- **Radio Communications:** Public safety radio, channel monitoring, message relay
- **Justice Information:** FCIC, NCIC, criminal justice information systems
- **Emergency Management:** NIMS, IS 100.c, IS 700.b
- **Documentation Tools:** Microsoft Office, digital logs, incident records
- **Assessment Preparation:** CritiCall, communications aptitude assessment, timed scenarios
- **Public Safety Training:** Florida 911 PST, PST Apprenticeship Program, supervised simulation
- **Compliance Requirements:** CJIS requirements, FCIC requirements, NCIC requirements
- **Incident Operations:** Emergency calls, non emergency calls, response prioritization
- **Information Processing:** Data entry, active listening, critical questioning

EXPERIENCE

Public Safety Communications Simulation Trainee, Student Lab

Student Lab January 2026 - Present Fort Lauderdale, FL

Support supervised emergency call and radio simulations within a structured public safety communications lab. Practice CAD workflows, caller questioning, radio procedure, incident logging, and information relay while receiving instructor feedback on accuracy, composure, and protocol use.

- Handled simulated **emergency calls** using calm questions and accurate incident details
- Entered caller information into CAD exercises while following structured response protocols
- Monitored radio traffic during practice incidents and relayed updates clearly
- Recorded dispatch activity in logs for instructor review and follow up
- Applied NIMS concepts during supervised emergency scenarios with incomplete information

CAD Dispatch Capstone Student, University Project

University Project August 2025 - December 2025 Fort Lauderdale, FL

Completed a supervised capstone focused on CAD dispatch workflow testing and incident documentation. Practiced response prioritization, resource assignment, multi channel monitoring, and clear records within classroom scenarios that reflected public safety communications demands.

- Tested CAD dispatch workflows through supervised incident scenarios and documented

LANGUAGES



MY CAREER



- Public Safety Communications Simulation Trainee, Student Lab at Student Lab (8 Months)
- CAD Dispatch Capstone Student, University Project at University Project (4 Months)
- Customer Service Call Center Simulation Student, Course Project at Course Project (4 Months)

- response steps
- Prioritized simulated calls by reviewing urgency, location, caller details, and available resources
 - Assigned practice units within CAD exercises and recorded disposition information accurately
 - Monitored multiple communication channels during timed classroom dispatch scenarios
 - Reviewed incident records with instructors and corrected incomplete or unclear entries

Customer Service Call Center Simulation Student, Course Project

Course Project 📅 January 2025 - May 2025 📍 Fort Lauderdale, FL

Practiced **customer service** and information processing through a supervised call center simulation course. Built reliable habits for telephone etiquette, active listening, data entry, caller support, and accurate documentation during high volume exercises.

- Answered simulated multi line calls with professional etiquette and focused listening
- Gathered caller information through concise questions during timed practice sessions
- Entered call details accurately using Microsoft Office documentation exercises
- Maintained composure during difficult caller scenarios and followed scripted procedures
- Prepared clear records for instructor review after each simulated interaction

PROJECTS

Emergency Call Prioritization Lab 📅 2026

Practiced triaging simulated emergency and non emergency calls through structured questioning, CAD entries, and response documentation. Built confidence with calm information gathering during timed scenarios.

Radio Communications Practice 📅 2025

Completed supervised radio exercises focused on clear transmissions, active channel monitoring, incident updates, and accurate message relay during public safety simulations.

LEADERSHIP & AWARDS

- Dean's List, Spring 2026
- Public Safety Communications Program Achievement Award, 2026
- Peer Practice Coordinator, Emergency Communications Study Group, 2026

CERTIFICATIONS

- FEMA IS 100.c 📅 2026
- FEMA IS 700.b 📅 2026
- Valid Florida Driver License 📅 2026

PROFESSIONAL AFFILIATIONS

- Student Volunteer, Campus Emergency Preparedness Exercises, 2025
- Member, Emergency Communications Study Group, 2026

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST