



MICHAEL ANDERSON

Senior Public Safety Dispatcher

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SUMMARY

Dedicated and detail-oriented Public Safety Dispatcher with a comprehensive understanding of emergency response protocols and communication systems. Proven track record in managing high-pressure situations with composure and efficiency, ensuring the safety of both the public and emergency personnel. Expertise in utilizing advanced dispatching technologies and software to streamline operations and enhance response times.

WORK EXPERIENCE

Senior Public Safety Dispatcher City Emergency Services

Jan 2023 - Present

- Managed emergency calls and dispatched appropriate services in real-time.
- Utilized CAD software to track incidents and resource availability.
- Coordinated with law enforcement and fire departments for incident resolution.
- Trained new dispatch staff on operational procedures and protocols.
- Conducted quality assurance reviews of call handling and dispatch accuracy.
- Implemented process improvements that enhanced response times by 15%.

Public Safety Dispatcher County Dispatch Center

Jan 2020 - Dec 2022

- Received and prioritized emergency calls from the public and agencies.
 - Maintained detailed logs of all communications and actions taken.
 - Operated radio and telecommunication equipment for effective dispatching.
 - Provided critical information and instructions to callers in distress.
 - Participated in community outreach programs to raise awareness of emergency procedures.
 - Achieved a 98% customer satisfaction rating through effective communication.
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EDUCATION

Bachelor of Science in Criminal Justice, State University

Sep 2019 - Oct 2020

ADDITIONAL INFORMATION

- **Technical Skills:** emergency response, incident management, communication systems, CAD software, training and development, quality assurance
- **Awards/Activities:** Awarded Dispatcher of the Year for exceptional performance in crisis management.
- **Awards/Activities:** Recognized for reducing average response time by 20% through strategic improvements.
- **Awards/Activities:** Successfully led a project to integrate new dispatch technology, resulting in enhanced operational efficiency.
- **Languages:** English, Spanish, French