



# MICHAEL ANDERSON

## LEAD PUBLIC SAFETY DISPATCHER

### PROFILE

Accomplished Public Safety Dispatcher with extensive experience in crisis management and emergency response coordination. Proficient in assessing situations swiftly and deploying appropriate resources to mitigate risks effectively. Exhibits exceptional multitasking abilities in high-stress environments, ensuring optimal communication between emergency responders and the public. Well-versed in utilizing state-of-the-art dispatch software and mapping tools to enhance operational efficacy.

### EXPERIENCE

#### LEAD PUBLIC SAFETY DISPATCHER

##### Metropolitan Emergency Response Team

2016 - Present

- Supervised dispatch operations and coordinated team activities during emergencies.
- Implemented training programs that improved team performance and efficiency.
- Reviewed incident reports to ensure compliance with safety regulations.
- Developed new protocols that decreased dispatch errors by 25%.
- Acted as liaison between emergency services and community organizations.
- Conducted performance evaluations and provided constructive feedback to staff.

#### PUBLIC SAFETY DISPATCHER

##### Regional Emergency Services

2014 - 2016

- Responded to emergency calls and dispatched units based on priority levels.
- Utilized GIS technology for effective location tracking of incidents.
- Maintained clear communication with first responders throughout incidents.
- Documented call details and outcomes for continuous improvement.
- Participated in regular training exercises and drills to enhance readiness.
- Achieved recognition for exemplary service in high-stakes situations.

### CONTACT

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### SKILLS

- crisis management
- team leadership
- GIS technology
- training development
- compliance monitoring
- performance evaluation

### LANGUAGES

- English
- Spanish
- French

### EDUCATION

#### ASSOCIATE DEGREE IN EMERGENCY MANAGEMENT, COMMUNITY COLLEGE

### ACHIEVEMENTS

- Received commendation for outstanding leadership during a major disaster response.
- Implemented a new dispatch protocol that improved operational efficiency by 30%.
- Recognized for exceptional teamwork that led to successful multi-agency collaboration.