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Summary

- ❖ 21-years' experience providing effective communications, superior customer service, and coordinated support services to various police, fire, EMS, other public safety agencies, private ambulance services, healthcare systems and transfer centers with an average of 1500 employees
- ❖ Extensive hours in processing emergency requests for service, fielding public complaints, training new recruits, ensuring standards of performance through continuous quality improvement, and maintaining records and reports for in upwards of 1.5 million calls annually
- ❖ 5- year's experience in a senior management role ensuring maximum unit utilization, equitable work distribution, process improvement, and efficient use of as many as 203 resources who responded to 215,000 calls annually
- ❖ Experience with government contracts and compliance oversight with 95% reliability
- ❖ Experience in leading cross functional teams to promote collaboration and teamwork to complete complex projects
- ❖ Proven written and oral communications with individuals in classroom settings as international master instructor, able to prepare informative materials and present them with clarity and ease
- ❖ Able to establish and facilitate individual and group projects
- ❖ Proficient in computer applications such as MS Word, Excel, PowerPoint, Project (Windows and Mac OS) and various computer aided dispatch systems InterAct, Tritech VisiCad Command, Compudyne Tiburon 2000, Extensity/GEAC Enroute, Zoll Data RightCad/Rescuenet, TraumaSoft, Logis, Valentia SMS, FMS CareMonX and ePCR and AMPDS ProQA/Paramount and AQUA Evolution (Master Software Instructor)
- ❖ Assisted multiple agencies (3 in 2013) with becoming compliant with International Academies of Emergency Dispatch (IAED) to achieve Accredited Center of Excellence status

Education

2013	Master of Public Administration <i>Jacksonville State University, IEP, Jacksonville, AL</i>	3.62 GPA
2009	Master of Science in Emergency Management <i>Jacksonville State University, IEP, Jacksonville, AL</i>	3.67 GPA
2006	Bachelor of Science with Special Honors in Emergency Management, a minor in Public Safety Telecommunications <i>Jacksonville State University, IEP, Jacksonville, AL</i>	3.7 GPA

Professional Competencies and Proficiencies

- ❑ Foster the development and learning of all team members through establishing continuing education in-service and team-building programs
- ❑ Communicate clearly defined and concise expectations, giving appropriate feedback, coaching, and developmental opportunities to team members

- ❑ Establish standards for effective job performance (SOPs) and evaluate performance according to such standards in compliance with all performance management tasks and deadlines
- ❑ Work closely with senior management in developing short and long-term goals that are strategically aligned with the organization's focus and vision
- ❑ Perform analysis of response data to create new and economically efficient but dynamic resource allocation plans which are later implemented and monitored under quality improvement initiatives
- ❑ Complete projects focused on improvement of system response, quality and customer satisfaction that will ensure high standards of performance and execution of prescribed dispatch policies and procedures
- ❑ Coordinate necessary support services to effectively manage the EMS system to meet or exceed operational goals
- ❑ Complete Unit Hour Utilization Management reports and Key Performance Indicator reports, with indirect fiscal management to improve demand-driven resource allocation and call center function
- ❑ Consult with emergency dispatch centers to accelerate the delivery of call center service excellence through analysis and survey that can anticipate, meet, or exceed training goals, performance expectations, and set strategy for new programs
- ❑ Assisted with formulation and completion of emergency operations plans for individual county facilities including the 9-1-1 Center and Emergency Operations Center
- ❑ Assisted in compiling Communications Center related standards for Commission on Ambulance Accreditation of Ambulance Services (CAAS) accreditation

Professional Experience

2016- pres

Adjunct Faculty,

Department of Emergency Management, School of Human Services and Social Sciences, Jacksonville State University, Jacksonville, Alabama

- ❑ Prepare and present courses in emergency management for the undergraduate emergency management program

2015- pres

Assistant Executive Director of Communications,

Hamad Medical Corporation, Doha, Qatar

*** accredited by the International Academies of Emergency Dispatch***

- ❑ Provide strategic leadership, direction, guidance and support to ensure high-quality, clinically-led, emergency control room operations at the National Command Center (NCC) and non-emergency, mobile doctor service and transfer and retrieval service control room operations at the Healthcare Coordination Center (HCC).
- ❑ Establish and oversee systems within the directorate to ensure that the Ambulance Service is adequately resourced in terms of clinically appropriate staff, vehicles, equipment and stocks to meet demand. As of late, the 20-25% increase in call ambulance requests is about 170,000 a year for the population of 2.5 million people which increases 8-9% annually.
- ❑ Oversee deployment of 203 ambulances, 20 rapid response vehicles and a fleet of helicopters and utilization of 1800 employees that respond to 215,000 calls annually

- ❑ Establish and oversee systems within the directorate that available resources are efficiently distributed in accordance with the agreed tactical and operational delivery plans.
- ❑ Oversee the development and implementation of service-wide policies and procedures within HCS in collaboration with colleagues in other departments within the Ambulance Service and HMC.
- ❑ Achieve and maintain operational performance against existing and future performance targets.
- ❑ Improve the quality of the service provided in HCS as measured through existing and future quality indicators.
- ❑ Proactively identify and assess risks to the Ambulance Service and HMC within HCS and develop plans to mitigate these.
- ❑ Ensure compliance with accreditation schemes identified by HMC including Joint Commission International (JCI) and the International Academies of Emergency Dispatch (ACE).
- ❑ Provision of project input and oversight over control center renovations, a modernized CAD with fleet and scheduling management and the implementation of Electronic Patient Records and MDTs

2013- 2015

Director of Communications, ProTransport-1, Cotati, CA

**** accredited by the International Academies of Emergency Dispatch****

- ❑ Oversee the supervision, strategic planning, scheduling, \$4.5 mil budget and assignment of work to the ComCenter team of 100 subordinates at 3 separate locations in the San Francisco Bay Area (a main contact center with Concierge and two remote call centers) and a dispatch center in Los Angeles
- ❑ Work with ComCenter Management and Supervisors to develop agendas, facilitate team member meetings, and to evaluate performance and report objectives to the Chief Operating Officer
- ❑ Oversee the development and implementation of instructional training materials and programs for all ComCenter team members
- ❑ Implement and manage the employee review process
- ❑ Utilize appropriate data and statistical information to analyze trends and render recommendations pertinent to departmental effectiveness
- ❑ Implement and maintain quality assurance and improvement programs to maintain ACE
- ❑ Review, update, and develop policies and procedures for the ComCenter on an on-going basis to keep in line with the company's strategic vision as a member of the executive team
- ❑ Oversee deployment 120 ambulances and utilization of 700 employees that respond to 130,000 calls annually
- ❑ Implemented an initiative to reduce call in-take time by 90 seconds and subsequently reduce payroll hours by reducing staff by 7 positions
- ❑ Work across divisional lines on such mobile integrated health projects as ePCR, community para-medicine, alternate destination programs and nurse advice

2011- 2013

Communications Manager, Rural/Metro Ambulance, San Diego, CA Pacific Ambulance, San Diego, CA

**** accredited by the International Academies of Emergency Dispatch****

- ❑ Plan, organize, lead, control, and coordinate the delivery of dispatch services for 140,000 annual ambulance responses and transports throughout the greater San Diego area of 1.3 million people

- ❑ Foster the development and learning of 40 team members through establishing continuing education in-service and team-building programs.
- ❑ Establish standards for effective job performance (SOPs) and evaluate performance according to such standards in compliance with all performance management tasks and deadlines
- ❑ Work closely with senior management in developing short and long-term goals that are strategically aligned with the organization's focus and vision, but within the \$2.5 mil budget
- ❑ Perform analysis of response data to create new and economically efficient but dynamic resource allocation plans which when implemented, improved response time from 89% to 93%
- ❑ Serve as the primary liaison between the communications center and field operations of 700 employees, both internally and externally, to provide leadership in defining workforce needs, community needs, and overall system requirements

2003-2011

Supervising System Status Controller/QI (Captain), Grady EMS, Atlanta, GA

*** accredited by the International Academies of Emergency Dispatch***

- ❑ Handle day-to-day response and unit deployment management, personnel development, administrative issues, and staffing/scheduling management to ensure high standards of performance and execution of prescribed dispatch policies and procedures for the largest hospital based EMS agency in the nation with 350 employees
- ❑ Created hiring and promotional assessment center for initial dispatch operations start up in Fall 2003 over 100 interviews for 8 new positions.
- ❑ Developed EMS System Status Management Deployment/Posting Plan for the 132 sq mile service area covering 900,000 people, responsible for initial response compliance improvements of 20%
- ❑ SSC Spv/Team Project Leader for Operations side of Comm. Ctr. upgrade to a secondary PSAP in Winter 2007; coordinating EMD program implementation, facilitating CoBAT, and conducting over 80 interviews for 20 new positions.
- ❑ Developed Control Center SOP related to dispatch operations increasing response compliance by 10% (30% when combined with posting plan)
- ❑ Created Control Center QA/QI Program – QUEST
- ❑ Created Communications Officer Basic Training – CoBAT (classroom/OJT orientation for new SSCs), coordinating all departmental training, remedial and continuing education
- ❑ Maintain CAD database including premise/caution notes and AED registration
- ❑ Responsible for completing, organizing and maintaining EMD case evaluations/audits in accordance with NAEMD AMPDS utilizing AQUA Phoenix with compliance reviews at 93% since inception
- ❑ Monitor posting compliance and AVL/GPS polling of 46 ALS ambulances and 10 BLS ambulances for system efficiency
- ❑ Oversee monthly late call response variances and exception reports in accordance with county 9-1-1/EMS contract for 120,000 responses a year
- ❑ Served as Emergency Management contact as regional coordinating hospital of EMS and Trauma in absences of the EM Specialist
- ❑ Unified Command/JOC delegate for the 2005 and 2006 Peachtree Road Race, 2006-2007 Peach Drop, and the 2007 Final Four-Atlanta
- ❑ Received Meritorious Performance Award for handling a tornado
- ❑ Received 160 out of 175 on Criteria Based Performance Evaluation in 2006 and 2007, consistently exceeding performance expectations with significant departmental contributions

2001- 2010

Alternate Supervising SSC II, American Medical Response, Atlanta, GA

- ❑ Complete various functions of non-emergency patient care coordination with knowledge of HIPPA, Medicare, PCS, and other insurance
- ❑ Complete UHU Management reports and KPI reports, for indirect fiscal management of 90 ambulances with 150,000 transports annually throughout greater Atlanta
- ❑ Subject to lost call, time-on-task reporting, and compliance reporting

1995-2002

ECO II Training Ofc/Fire Specialist, Cobb County 911/Comm., Marietta, GA

*** accredited by the Commission on Law Enforcement Accreditation***

- ❑ "Distinguished Performance Award," ranked in the top 7% of 5,000 employees
- ❑ APCO certified CTO training 15 recruits in APCO Phase II from 1997 to 2000, monitoring/evaluating recruits, and enforcing policy and procedure respectively
- ❑ Instructor trainer in the departments APCO Phase I class (CAD system, phone system, TDD)
- ❑ Trained entire department of 80 dispatchers in new CAD/Phone system during cut over to new system and building to better handle it's 1.5 million 9-1-1 calls annually and 70,000 fire/ambulance responses
- ❑ Public relations team captain and staff newsletter editor
- ❑ Developed "Team Cobb Project: Streamline" in response to agency manpower crisis which led to shift augmentation
- ❑ 1st trained operator under the merged centers while still under separate operating and information systems (EDS)

Achievements and Highlights

- ❑ Received Bureau Commendation for handling a fatale officer involved shooting
- ❑ Received Bureau Commendation and County Proclamation for handling a storm
- ❑ Received Meritorious Performance Award for handling a tornado
- ❑ 1st Bureau Employee of the Month
- ❑ Implemented federally mandated in-service training for ADA
- ❑ Association of Public Safety Communication Officials (APCO) Scholarship recipient
- ❑ Henry Grady Foundation Grant recipient
- ❑ "Unit Exceptional Performance Citation Award" – City of Can Diego
- ❑ Speaker at Zoll Summit 2012
- ❑ Speaker at TriTech Northern California Tech Conference 2013
- ❑ Speaker at IAED Navigator Middle East 2016

Committees and Organizations

Association of Public Safety Communication Officials (APCO) 1998 to Present
Certified Communications Training Officer
National Academies of Emergency Medical Dispatch (NAEMD) 2002 to Present
Certified Advanced Emergency Medical Dispatcher
Certified Emergency Medical Dispatch Quality Assurance Officer
Certified Emergency Telecommunicator Instructor
National Emergency Number Association (NENA) 2004 to Present

Certified Emergency Number Professional
National Hazard Mitigation Association (NHMA) 2010-2011
Pinnacle National Honor Society
Pi Kappa Phi
Priority Dispatch Corporation
ProQA and AQUA Software Installer and Instructor
System Administrator Instructor
Master Q for NATIONAL-Q