

Amina Patel

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SUMMARY

Dedicated 911 Dispatcher with over 5 years of experience in emergency communication. Proficient in prioritizing incidents and ensuring rapid response through effective coordination with emergency services.

EXPERIENCE

Emergency Dispatcher

Jan 2020 - Present

Dallas Emergency Communications Center, Dallas, TX

- Processed over 15,000 emergency calls annually with a 95% satisfaction rate from callers.
- Reduced average call response time by 20% through streamlined protocols and training.
- Utilized CAD systems (Computer-Aided Dispatch) and radio communication to coordinate response efforts.

Public Safety Dispatcher

May 2018 - Dec 2019

Fort Worth Police Department, Fort Worth, TX

- Managed high-stress communications during critical incidents, achieving a 98% successful dispatch rate.
- Implemented a new call triage system that improved incident prioritization by 30%.
- Trained new dispatchers on emergency protocols and technology usage.

Call Center Operator

Jul 2016 - Apr 2018

City of Plano, Plano, TX

- Handled an average of 200 calls per shift, assisting in the resolution of non-emergency queries.
- Developed community outreach programs that increased public awareness of emergency services by 25%.
- Utilized customer service skills to de-escalate tense situations effectively.

EDUCATION

Bachelor of Science in Criminal Justice

May 2018

University of Texas at Dallas, Richardson, TX • GPA: 3.7

SKILLS

Technical Skills: Computer-Aided Dispatch (CAD), Emergency Response Protocols, Geographic Information Systems (GIS), Multi-line Phone Systems

Tools & Frameworks: Radio Communication Systems, Incident Reporting Software, Data Management Tools