

Aisha Patel

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SUMMARY

Dedicated and detail-oriented individual with strong communication skills and a commitment to public service. Proven ability to handle high-pressure situations and prioritize tasks effectively, seeking to leverage skills as an Entry Level 911 Dispatcher.

EXPERIENCE

Emergency Services Intern

Jun 2022 - Present

San Diego Fire-Rescue Department, San Diego, CA

- Assisted in dispatching emergency calls, improving response times by 15%.
- Trained in emergency communication protocols and use of CAD systems.
- Collaborated with first responders to ensure efficient resource allocation.

Customer Service Representative

Jan 2020 - May 2022

ABC Call Center, San Diego, CA

- Managed over 100 calls daily, providing accurate information and resolving issues promptly.
- Achieved a 95% customer satisfaction rating through effective communication.
- Utilized CRM software to track interactions and improve service delivery.

Volunteer Crisis Hotline Operator

Sep 2018 - Dec 2019

Local Crisis Center, San Diego, CA

- Provided emotional support and resources to individuals in crisis, handling up to 30 calls per shift.
- Successfully de-escalated high-stress situations, resulting in a 20% increase in caller satisfaction.
- Documented calls and outcomes, contributing to training materials for new volunteers.

EDUCATION

Bachelor of Science in Criminal Justice

May 2018

University of California, San Diego, La Jolla, CA • GPA: 3.8

SKILLS

Technical Skills: Emergency Communication, Data Entry, Conflict Resolution, Multi-tasking

Tools & Frameworks: Computer-Aided Dispatch (CAD), Microsoft Office Suite, CRM Software