

# Jamal Thompson

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## SUMMARY

Dedicated and detail-oriented 911 Dispatcher with over 5 years of experience in emergency response and communication. Proven ability to maintain composure under pressure while effectively prioritizing calls and coordinating emergency services.

## EXPERIENCE

### 911 Dispatcher

Jan 2022 - Present

*Orlando Emergency Communications Center, Orlando, FL*

- Handled an average of 150 emergency calls per day, achieving a 95% call resolution rate.
- Developed and implemented a new protocol that reduced average response time by 20%, improving service efficiency.
- Utilized CAD and mapping software to dispatch units effectively, ensuring optimal coverage and response times.

### Emergency Services Call Taker

May 2018 - Dec 2021

*Orange County Sheriff's Office, Orlando, FL*

- Processed over 200 calls daily, maintaining an average call processing time of under 60 seconds.
- Conducted extensive training for new dispatchers, resulting in a 30% faster onboarding process.
- Collaborated with law enforcement and emergency services to coordinate responses, enhancing inter-agency communication.

### Public Safety Telecommunicator

Jun 2016 - Apr 2018

*Central Florida 911, Orlando, FL*

- Successfully managed high-stress situations, leading to a 15% increase in positive feedback from service users.
- Implemented a community outreach program that educated citizens on emergency procedures, increasing public awareness by 40%.
- Maintained and updated records in compliance with state and federal regulations, ensuring data integrity and security.

## EDUCATION

### Bachelor of Science in Criminal Justice

May 2018

*University of Central Florida, Orlando, FL • GPA: 3.7*

## SKILLS

**Technical Skills:** Emergency Call Handling, Crisis Management, Geographic Information Systems (GIS), Computer-Aided Dispatch (CAD)

**Tools & Frameworks:** CAD Systems, Radio Communication Technology, Mapping Software