

Jasmine Rivera

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SUMMARY

Dedicated and seasoned Senior Level 911 Dispatcher with over 8 years of experience in emergency response coordination and crisis management. Proven track record of improving response times by 30% and enhancing inter-agency communication for efficient public safety operations.

EXPERIENCE

Senior 911 Dispatcher

Jan 2022 - Present

San Diego Emergency Services, San Diego, CA

- Implemented a new dispatch protocol that reduced emergency response times by 30%, saving over 1,000 hours annually.
- Led a team of 10 dispatchers, enhancing department performance through training and performance reviews, resulting in a 20% increase in team efficiency.
- Coordinated multi-agency responses during high-stakes emergencies, improving collaborative operational outcomes through the use of advanced GIS mapping tools.

911 Dispatcher

Jun 2016 - Dec 2021

Los Angeles County Sheriff's Department, Los Angeles, CA

- Managed up to 200 emergency calls per shift while maintaining a 95% call accuracy rate and ensuring effective resource deployment.
- Utilized CAD systems to streamline dispatch operations, contributing to a 15% reduction in call processing time.
- Trained new dispatch recruits, providing mentorship that improved onboarding efficiency by 25%.

Emergency Services Dispatcher

Mar 2015 - May 2016

Orange County Fire Authority, Santa Ana, CA

- Assisted in the development of emergency response training manuals, which improved dispatcher performance metrics by 18%.
- Acted as primary liaison between dispatch and field units, ensuring effective communication during critical incidents.
- Enhanced data entry processes that led to a 10% decrease in documentation errors.

EDUCATION

Bachelor of Science in Emergency Management

May 2018

California State University, Long Beach, Long Beach, CA • GPA: 3.7

SKILLS

Technical Skills: Crisis Management, Emergency Response Coordination, Geographic Information Systems (GIS), Computer-Aided Dispatch (CAD)

Tools & Frameworks: Radio Communication Systems, Incident Reporting Software, Emergency Notification Systems