

ASHLEY THOMPSON

POLICE DISPATCHER

PROFESSIONAL SUMMARY

Dedicated Police Dispatcher with over 7 years of experience managing high-stress emergency and non-emergency calls for the Baltimore Police Department. Proficient in computer-aided dispatch systems, crisis communication, and radio coordination.

EXPERIENCE

- June 2017 - Now

Police Dispatcher

Baltimore Police Department / Baltimore, MD

- Handle an average of 150+ emergency and non-emergency calls per shift, prioritizing calls based on urgency and coordinating swift police response.
- Utilize Computer-Aided Dispatch (CAD) system to log call details, monitor officer location, and update records with real-time information.
- Collaborate with neighboring police departments and emergency services, ensuring cohesive response efforts for cross-jurisdictional incidents.
- Train and mentor two new dispatchers in standard procedures, radio communication protocols, and department-specific software.

- May 2015 - June 2017

Security Dispatcher

Maryland Security Solutions / Baltimore, MD


- Coordinated response efforts for security incidents across 20+ locations, maintaining detailed records of all calls and reports.
- Operated multi-channel radio communication, dispatching security officers as required and reporting any suspicious activities to local law enforcement.


COMMUNITY INVOLVEMENT


- 2021 - Now /

Volunteer Emergency Coordinator

- Assisted with the annual "Baltimore Preparedness Fair," providing information to the community about emergency procedures and the role of police dispatchers.
- Contributed to a 20% increase in public awareness and engagement in local safety initiatives.

 (555) 123-4567

 ashley.thompson@email.com

 Baltimore, MD

EDUCATION

High School Diploma

Baltimore High School | Baltimore, MD

Emergency Police Dispatch (EPD) Certification

2017

CPR and First Aid Certified

2016

SKILLS

- Computer-Aided Dispatch (CAD)
- Radio communication
- Crisis management
- Calm under pressure
- Quick decision-making
- Excellent verbal communication