911 Fire Dispatcher
Sami Patel

📞 (555) 345-6789

✉️ sami.patel@email.com

📍 Phoenix, AZ

Professional summary

Skilled 911 Fire Dispatcher with 10 years of experience supporting Phoenix's fire and emergency rescue services. Expertise in fire dispatch software, resource allocation, and emergency communication. Highly organized and calm under pressure, ensuring that fire crews arrive promptly and with appropriate resources.

Experience

911 Fire Dispatcher

March 2016 -

Phoenix Fire Department / Phoenix, AZ

- Dispatch fire units for an average of 100+ emergency calls per shift, including fires, rescues, and hazardous material incidents.
- Utilize Phoenix's fire dispatch system to track unit availability, monitor incident locations, and maintain communication with first responders on scene.
- Conduct routine checks of communication equipment and software, ensuring optimal operational efficiency.
- Led a special project to update citywide fire hydrant locations, reducing response time in high-risk areas by 10%.

Dispatcher Assistant

September 2014 - March 2016

Arizona Public Safety Communications / Phoenix, AZ

- Assisted lead dispatchers with call prioritization, documentation, and coordination between fire and law enforcement departments.
- Provided support in documenting incidents and updating fire dispatch protocols.

Technical Proficiencies

- Dispatch and Fire Software. Expertise in using Priority Dispatch and Hexagon CAD systems to track and deploy fire response units efficiently.
- Geospatial Analysis Tools. Proficient in GIS (Geographic Information Systems) tools to assess and plan response routes for emergency incidents, reducing average dispatch times by 12%.

Education

High School Diploma

Phoenix High School | Phoenix, AZ

Fire Service Dispatch Certification

2016

Hazardous Material Awareness Training

2015

Skills

Skill	Rating
Fire dispatch software	◆◆◆◆◆
Emergency resource allocation	◆◆◆◆◆
Incident documentation	◆◆◆◆◆
Organizational skills	◆◆◆◆◆
Problem-solving	◆◆◆◆◆
High stress tolerance	◆◆◆◆◆
Quick response time	◆◆◆◆◆
Communication under pressure	◆◆◆◆◆