



PROFESSIONAL SUMMARY

Detail-oriented and calm under pressure, with strong communication and problem-solving skills. Seeking a 911 Dispatcher position at the Chicago Emergency Communications Center to apply my ability to handle high-stress situations, multitask effectively, and provide critical assistance to callers in need.

EDUCATION

Associate Degree in Criminal Justice

City Colleges of Chicago | Chicago, IL | 2022

CPR and First Aid Certified

American Red Cross (2024)

SKILLS

- Strong verbal and written communication to relay critical information quickly Expert
- Crisis management and problem-solving to assist callers in emergency situations Expert
- Ability to remain calm under pressure and make rapid decisions Expert
- Multitasking and prioritization when handling multiple calls and dispatching responders Expert
- Data entry and record-keeping with a high level of accuracy Expert
- Knowledge of emergency response procedures and protocols Expert
- Proficient in computer-aided dispatch (CAD) systems and other emergency software Expert

EXPERIENCE

2022 - Now

Customer Service Representative  
Target Call Center / Chicago, IL

- Handle a high volume of inbound calls, assisting customers with inquiries and problem resolution.
- Use active listening and de-escalation techniques to manage difficult or distressed callers.
- Accurately document call details and customer concerns in the system while multitasking.
- Coordinate with internal teams to provide timely solutions and improve service response times.

2021 - Now

Volunteer Crisis Helpline Operator  
Chicago Community Support / Chicago, IL

- Answer crisis calls from individuals experiencing distress and provide emotional support.
- Assess situations quickly and connect callers with appropriate emergency or support services.
- Maintain detailed call logs and follow confidentiality guidelines to ensure caller privacy.

TECHNICAL SKILLS

- Familiar with emergency dispatch software, including RapidSOS and Motorola CAD
- Proficient in Microsoft Office Suite for data entry and reporting
- Experienced with multi-line phone systems and radio communication protocols