**Jimmy S. Walter**

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**Career Summary:**

Highly vigilant, certified and expert professional looking for a mid-level Dispatcher position with an organization to use my expertise in handling emergency situations, and saving damages to life/property.

**Summary of Skills:**

* Proficient in data entry, general computer knowledge, and extensive experience in the use of radio and telephone equipment for handling emergency calls
* Skilled in responding to any types of emergency calls and relay messages succinctly
* Expertise in monitoring routes using GPS to ensure timely implementation of services
* Adept at answering telephone calls, messages and mails for prompt actions to avoid the extent of damages
* Flexible for working overtime as needed and ability to stay calm during pressure to handle stressful/ panic situations
* Excellent team player with sound written and verbal communication skills

**Work Experience:**

911 Dispatcher (Junior)

Marin County Sheriff's Office, Austin, TX

December 2016 – Present

* Responding to all incoming 911 and emergency telephone calls from citizens
* Collaborating with the hospitals to ensure prompt services to the injured individuals
* Using tracking system and software to monitor the route for the emergency services and requesting the police department to divert traffic for effective operations
* Determining the seriousness of the customer complaints and transferring calls to the appropriate agency for dispatching fire units
* Creating and maintaining electronic records as well as logs of activity using a computer aided dispatch (CAD) system
* Preparing an accurate monthly report of the cases handled and actions taken to provide effective services for saving life and property in the state

911 Dispatcher (Assistant)

Falck Rocky Mountain Incorporation, Austin, TX

March 2014 – November 2016

* Received incoming radio and telephone calls to evaluate request for fire and other emergency medical services
* Coordinated with the fire extinguisher department to inform about the emergency cases to ensure timely services are provided on the spot to prevent extensive damage
* Monitored emergency frequencies and dispatched rescue teams to the location under manager's supervision
* Answered routine calls and transferred suspicious calls to the senior management to take decisions regarding dispatches
* Regularly operated and maintained 911 telephone equipment and mail to handle emergency situations

Truck Dispatcher (part-time)

MVT Transportation Services, Austin, TX

July 2011 – February 2014

* Handled incoming service orders and coordinated with supervisor to prepare a chart for the truck drivers to ensure timely delivery to customers
* Worked with routing specialists in the team to determine the best possible alternative routes during bad climatic conditions
* Collaborated with route managers to determine shortest and safest route for transportation
* Managed outbound calls to customers while drivers are on-site or location to resolve pick-up issues, and complaints
* Ensured accuracy and thoroughness of pick-ups, container delivery, drop services and driver records in the company database
* Dispatched drivers according to the emergency calls using available information such as driver schedules, loads, locations, and customer needs

**Education:**

* Associate's Degree in Criminal Justice   
  Austin Community College, Austin, TX   
  2011
* Diploma in Emergency Management  
  Austin Community College, Austin, TX   
  2013

**Training/ Certification:**

* 5-week Critical Incident Stress Management Training Course, 2015   
  Advanced First Aid certification, 2014

**Reference:**

On request.