

LORRIN PFLUGER

911 Dispatcher

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(154) 933-0594

123 Maple Street, Salt Lake City, UT
84101



PROFILE

Dedicated 911 Dispatcher with 1 year of experience in effectively handling emergency calls and coordinating response efforts. Demonstrates exceptional multitasking skills, quick decision-making abilities, and strong communication skills in high-pressure situations. Proficient in using computer-aided dispatch systems and maintaining composure under stress to ensure public safety and efficient emergency response. Committed to continuous learning and development in emergency dispatching protocols and technology.

LINKS

[linkedin.com/in/lorrinpfluger](https://www.linkedin.com/in/lorrinpfluger)

SKILLS

Multitasking

Active Listening

Decision-making

Computer-Aided Dispatch (CAD)

Geographic Information System (GIS)

Crisis Intervention

Time Management

LANGUAGES

English

Spanish

EMPLOYMENT HISTORY

911 Dispatcher at Priority Dispatch Corp., UT

Apr 2023 - Present

- Successfully managed a high volume of emergency calls, averaging 150 calls per shift, while maintaining a 95% accuracy rate for dispatching appropriate emergency services.
- Streamlined the response time for emergency services by 15% through effective communication and coordination with police, fire, and medical teams.
- Implemented a new training program for new dispatchers, resulting in a 20% decrease in onboarding time and increased overall team efficiency.
- Consistently maintained a 98% customer satisfaction rating through providing empathetic and efficient support to callers in high-stress situations.

Emergency Communications Operator at Valley Emergency Communications Center, UT

Aug 2022 - Feb 2023

- Successfully managed over 12,000 emergency calls annually, ensuring prompt and efficient response from appropriate emergency services.
- Streamlined communication between multiple agencies, including police, fire, and medical services, resulting in a 15% reduction in response times for critical incidents.
- Implemented a new training program for incoming operators, reducing the average onboarding time by 20% and increasing overall staff efficiency.
- Recognized for exceptional performance with a 95% accuracy rate in dispatching emergency services, leading to improved outcomes for callers and increased trust in the emergency communications system.

EDUCATION

Associate of Applied Science in Emergency Communications at Salt Lake Community College, Salt Lake City, UT

Sep 2017 - May 2022

Relevant Coursework: Public Safety Communications, Emergency Medical Dispatch, Crisis Intervention, Radio Operations, Incident Command Systems, and Interpersonal Communications.

CERTIFICATES

Emergency Medical Dispatcher (EMD) Certification

Aug 2021