

# Tyleen Mial

911 Operator

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AR 72201

## Education

**Associate of Applied  
Science in Emergency  
Communications at Arkansas  
State University, Jonesboro,  
AR**

Sep 2018 - May 2022  
Relevant Coursework:  
Emergency Communications  
Systems, Crisis Management,  
Public Safety  
Telecommunications,  
Emergency Response Planning,  
Incident Command, Disaster  
Preparedness, Interpersonal  
Communications, and Radio  
Operations.

## Links

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

## Skills

Active Listening  
Crisis Management  
Empathy  
Multitasking  
Computer-Aided Dispatch (CAD)  
Geographic Information System  
(GIS)  
Decision Making

## Languages

English

## Profile

Dedicated 911 Operator with 1 year of experience in emergency communications and dispatch. Proven ability to handle high-pressure situations with professionalism and empathy, while efficiently coordinating emergency response. Strong communication skills, adept at multitasking, and committed to maintaining public safety and providing rapid assistance to those in need.

## Employment History

### 911 Operator at Central Emergency Medical Services, AR

Apr 2023 - Present

- Successfully managed and dispatched over 5,000 emergency calls within a year, ensuring timely response from emergency personnel and maintaining a 95% accuracy rate in call prioritization.
- Reduced average response time for high-priority calls by 15% within two years through effective communication and coordination with emergency responders, leading to improved outcomes for critical situations.
- Implemented a new training program for new hires that increased overall team efficiency by 10% and reduced the average onboarding time by 20%, resulting in a faster integration of new employees and higher overall performance for the department.

### Emergency Dispatcher at MEMS (Metropolitan Emergency Medical Services), AR

Sep 2022 - Feb 2023

- Successfully managed and prioritized over 50,000 emergency calls per year, ensuring timely response and assistance to those in need across the metropolitan area.
- Significantly improved response times by 15% through the implementation of new dispatch protocols and efficient use of resources, resulting in faster aid to citizens during emergencies.
- Coordinated and dispatched over 200 ambulances daily, effectively reducing ambulance idle time by 20% and maximizing resource utilization.
- Played a crucial role in the successful handling of multiple large-scale emergencies, including a major flood in 2018, by efficiently coordinating first responders and resources, leading to the rescue and assistance of over 500 affected individuals.

## Certificates

### Emergency Medical Dispatcher (EMD) Certification

Sep 2021

### Crisis Intervention Team (CIT) Training Certificate

Aug 2020