

Scarlett Simon

Communications Specialist III, Dispatcher

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STRENGTHS

- ♥ **Calm emergency communication**
Distressed callers receive focused questions and steady guidance, helping responders act on clearer information during tense events.
- ♥ **Accurate CAD records**
Careful entry kept incident histories traceable, and peers relied on those records when reviewing changing field activity.
- 🎧 **Radio coordination**
Busy channels stayed organized through concise updates, giving officers usable information without losing important transmissions.
- 📍 **Location clarification**
Map references and patient questioning turned incomplete descriptions into practical routes for responding units.
- 👉 **Independent judgment**
When supervisory support was limited, sound decisions and composed communication kept urgent calls moving safely.

SKILLS

Public Safety Dispatch
Emergency Communications
Computer Aided Dispatch
Two Way Radio
Telephone Communications
Teletype NCIC NLETS CJIS
Map Reading Call Intake
Incident Documentation
Customer Service
Independent Judgment
High Stress Communication

SUMMARY

Public safety communications professional with three years supporting emergency dispatch, **law enforcement radio traffic**, **computer aided dispatch**, and public call intake in 24 hour communications centers. Handles simultaneous listening, speaking, reading, typing, and documentation with steady judgment during urgent events. Experienced with CAD records, NCIC, NLETS, CJIS procedures, driver license and vehicle registration inquiries, wanted and missing persons checks, stolen vehicle reports, map interpretation, route information, and recorder equipment. Communicates clearly with officers, partner agencies, distressed callers, and state service contacts. Maintains accurate transaction histories and follows security procedures during independent decisions. Comfortable with **rotating 12 hour shifts**, nights, weekends, holidays, prolonged console work, and short notice schedule changes. Ready to contribute dependable service in a statewide public safety communications center.

EXPERIENCE

Public Safety Dispatcher

Upstate Emergency Communications Center 📅 April 2025 - Present 📍 Spartanburg, SC

Supports **law enforcement communications** across **rotating 12 hour shifts**, managing emergency calls, radio traffic, CAD activity, database inquiries, and location information. Provides accurate service during fast changing incidents and maintains records that support traceable field response.

- Coordinated collision responses through radio traffic and CAD, giving officers timely incident locations.
- Processed reckless driving and disabled vehicle calls, clarifying hazards for responding units.
- Entered caller details into CAD while monitoring radio channels and updating field personnel.
- Queried NCIC, **NLETS**, and CJIS systems for licenses, vehicles, and **wanted persons**.
- Maintained **CAD** histories and transmission records, preserving traceable officer status updates.
- Interpreted **maps** and roadway references, improving routing information for field responders.
- Calmed distressed callers during changing incidents, supporting sound independent decisions.

Communications Operator

Foothills Public Safety Answering Point 📅 October 2023 - March 2025 📍 Anderson, SC

Supported a multi agency communications center through public **call intake**, radio and telephone operations, CAD documentation, authorized information queries, map based location clarification, recorder monitoring, and after hours state service support.

- Handled **public** calls through **telephone** systems, documenting law enforcement requests in CAD.
- Tracked unit status during busy periods through simultaneous listening, reading, typing, and speaking.
- Retrieved driver license and registration data through authorized **CJIS** terminals and procedures.
- Clarified incomplete locations with map resources and focused caller questions for responders.
- Monitored recording equipment and reported malfunctions through established escalation channels.
- Provided after hours referrals for state services, separating routine needs from urgent calls.
- Maintained calm service during prolonged console work and changing public safety demands.

PROJECTS

Statewide Emergency Call Review 📅 2026

Partnered with dispatch peers to review emergency call documentation, compare CAD records with radio activity, and identify clearer location questioning practices for future incidents.

Communications Recorder Readiness 📅 2025

Worked with center staff to track recorder equipment concerns, document operational issues, and support timely escalation so communications records remained available.

LANGUAGES

English	Native
Spanish	Beginner

MY CAREER



- Public Safety Dispatcher at Upstate Emergency Communications Center (1.5 Years)
- Communications Operator at Foothills Public Safety Answering Point (1.4 Years)

LEADERSHIP & AWARDS

- Selected for trusted handling of NCIC, NLETS, and CJIS authorized information during active dispatch operations.
- Recognized by communications peers for calm caller questioning and accurate location clarification during busy periods.
- Maintained dependable service across rotating 12 hour shifts, weekends, holidays, and high pressure incidents.

EDUCATION

Associate of Applied Science in Criminal Justice Technology
Greenville Technical College 🎓 GPA: 3.5 📅 2023 📍 Greenville, SC
***Coursework:** Emergency communications, criminal justice systems, incident documentation, law enforcement procedures*

CERTIFICATIONS

- National Crime Information Center Full Function Certification 📅 2025
- Criminal Justice Information Services Security Awareness Training 📅 2026
- Valid South Carolina Driver's License 📅 2026

TECHNICAL SKILLS

- **Dispatch Systems:** CAD, NCIC, NLETS
- **Justice Information:** CJIS, NCIC, NLETS
- **Voice Communications:** Two way radio, telephone, switchboard
- **Records Systems:** CAD histories, transmission records, teletype
- **Emergency Call Handling:** Call intake, incident questioning, priority assessment
- **Location Services:** Map reading, roadway references, route information
- **Database Queries:** Driver licenses, vehicle registrations, wanted persons
- **Vehicle and Property Checks:** Stolen vehicles, missing persons, stolen firearms
- **Communications Hardware:** Recorder systems, fax equipment, radio consoles
- **Public Safety Procedures:** Officer contact requests, emergency notifications, after hours support
- **Work Scheduling:** Rotating shifts, night operations, holiday coverage
- **Information Security:** CJIS security, transaction records, authorized terminals

PROFESSIONAL AFFILIATIONS

- Public safety communications community, supporting law enforcement, partner agencies, and residents through clear information exchange.
- Criminal justice technology community, applying secure records practices and responsible information handling in daily operations.

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST