



Felix Gordon

Control Operator, Fire

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STRENGTHS

- 💡 **Calm Call Handling**
During urgent medical calls, applies structured questioning and clear instructions so callers stay focused and responders receive useful facts.
- 🎤 **Radio Discipline**
Keeps transmissions concise during crowded channels. Peers rely on clear status updates when several units need coordination.
- 📋 **System Accuracy**
Moves carefully across CAD, mapping, and records tools. Consistent entries preserve incident history and support informed field decisions.
- 📍 **Field Awareness**
Tracks weather, road closures, apparatus status, and access details. Small route updates often make response coordination smoother.
- 👥 **Peer Leadership**
Coaches newer telecommunicators through difficult scenarios, sharing practical habits that build confidence without slowing operations.

SKILLS

911 Call Taking
Fire EMS Police Dispatch
Emergency Medical Dispatch
Pre Arrival Instructions
Radio Communications CAD
Motorola MC7500
VESTA Telephone VESTA Mapping
Locution EMSystem IDACS
CJIS Associated Systems

SUMMARY

Public safety **Control Operator** with six years of **emergency communications** experience supporting fire, EMS, and law enforcement response in round the clock dispatch centers. Certified Telecommunicator with current IDACS, EMD, APCO PST1, and CPR credentials. Evaluates emergency and **non emergency requests**, dispatches field resources, monitors radio channels, and provides protocol based **pre arrival medical instructions**. Uses CAD, VESTA Telephone, VESTA Mapping, Motorola radio consoles, Locution, EMSystem, CJIS associated systems, records platforms, and incident documentation tools. Maintains precise radio discipline, caller confidentiality, responder awareness, and accurate multi system data entry during stressful incidents. Guides newer telecommunicators, coordinates changing field needs, and applies sound judgment when circumstances fall outside routine procedures.

EXPERIENCE

Senior Public Safety Telecommunicator

Summit Regional Communications Center 📅 January 2024 - Present 📍 Fort Wayne, IN

Senior telecommunicator supporting fire, EMS, and law enforcement operations across a busy regional center. Coordinates radio traffic, call handling, **dispatch resources**, system documentation, responder status, and coaching for newer staff. Protects sensitive information while supporting sound decisions during complex incidents.

- Coordinated multi agency **radio** traffic through closure, preserving unit status and incident chronology.
- Applied EMD protocols and **pre arrival instructions** during medical calls with accurate CAD entry.
- Operated Motorola consoles, VESTA, Locution, **EMSystem**, recording, and location systems during critical events.
- Completed IDACS and CJIS associated checks while protecting restricted information and documenting authorized dissemination.
- Guided newer telecommunicators through complex **fire** and medical scenarios, radio procedure, and escalation.
- Tracked severe weather, road closures, apparatus availability, and **field requests** during elevated call volume.

Control Operator

Allen Valley Emergency Dispatch 📅 March 2022 - December 2023 📍 New Haven, IN

Control Operator managing simultaneous emergency calls and assigned channels for fire, **EMS**, and **police** operations. Maintained complete incident records, coordinated field requests, applied medical protocols, and supported route decisions during construction, weather, and roadway disruptions. Completed drills and quality reviews for reliable high stress performance.

- Managed simultaneous emergency calls and radio channels, prioritizing life safety information for field units.
- Used CAD, VESTA, **mapping**, and records systems for consistent **incident documentation** and disposition updates.
- Applied **EMD** questioning and **pre arrival instructions**, escalating unusual medical circumstances without delay.
- Coordinated wrecker requests, informational checks, and records access through authorized public safety platforms.
- Verified cross streets, landmarks, routes, and access details when construction or weather affected response.
- Completed scenario drills and quality reviews that strengthened performance during high stress multi unit events.

Records Management

Incident Documentation

LANGUAGES

English Native

Spanish Beginner

MY CAREER



- Senior Public Safety Telecommunicator at Summit Regional Communications Center (2.8 Years)
- Control Operator at Allen Valley Emergency Dispatch (1.8 Years)
- Emergency Telecommunicator at Northeast Indiana Public Safety Communications (1.3 Years)

Emergency Telecommunicator

Northeast Indiana Public Safety Communications

📅 October 2020 - February 2022 📍 Auburn, IN

Emergency telecommunicator receiving regional emergency and administrative calls for fire, EMS, and law enforcement response. Built proficiency with telephone, radio, mapping, recording, CAD, and keyboard systems through supervised training and live incidents. Protected caller and criminal justice information during records work and active communications.

- Received emergency and administrative calls, gathered incident facts, and routed requests under established procedures.
- Monitored radio transmissions and responder status while recording assignments, timestamps, and field requests in **CAD**.
- Built proficiency with **VESTA**, mapping, radio consoles, **recording systems**, and keyboard based incident entry.
- Earned **Telecommunicator**, EMD, IDACS, **APCO PST1**, and CPR credentials through supervised training requirements.
- Protected criminal justice and caller information during records checks, **telephone** contacts, and radio operations.
- Developed reliable performance through coached simulations, active listening, clear voice communication, and protocol decisions.

PROJECTS

Regional Incident Communications 📅 2024

Supported complex fire, EMS, and law enforcement incidents through coordinated radio traffic, responder tracking, CAD updates, and changing field requests.

Medical Call Protocol Operations 📅 2022

Applied EMD questioning and pre arrival instructions while maintaining caller engagement, accurate incident details, and timely responder notification.

LEADERSHIP & AWARDS

- Senior telecommunicator assignment recognized leadership in complex fire and medical call support.
- Trusted peer coach for radio procedure, mapping practices, confidentiality, and escalation decisions.
- Recognized for dependable performance during high stress, multi unit public safety incidents.

EDUCATION

High School Diploma

DeKalb High School 🎓 GPA: 4.0 📅 2020 📍 Auburn, Indiana

Coursework: Public safety communications, keyboard data entry, oral communication, geography

CERTIFICATIONS

- APCO Public Safety Telecommunicator 1 (PST1) 📅 2021
- Emergency Medical Dispatch (EMD) 📅 2021
- Indiana Data and Communications System (IDACS) Certification 📅 2021
- CPR Certification 📅 2026

TECHNICAL SKILLS

- **Computer Aided Dispatch:** CAD, incident entry, unit status
- **VESTA Systems:** VESTA Telephone, VESTA Mapping, call handling
- **Radio Communications:** Motorola MC7500, radio consoles, channel monitoring
- **Medical Dispatch:** EMD, pre arrival instructions, protocol questioning
- **Public Safety Software:** Locution, EMSsystem, recording systems
- **Justice Information:** IDACS, CJIS associated systems, informational checks
- **Records Platforms:** records databases, records management, report queries

- **Mapping Operations:** digital maps, cross streets, landmarks
- **Incident Records:** incident chronology, timestamps, disposition updates
- **Emergency Call Services:** 911 call taking, non emergency calls, in person requests
- **Operational Monitoring:** responder status, weather monitoring, road conditions

PROFESSIONAL AFFILIATIONS

- Public safety communications professional supporting fire, EMS, and law enforcement response.
- Emergency communications practitioner committed to caller confidentiality and accurate responder information.

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST