

Aisha Rodgers

Public Safety Dispatcher, Emergency Communications

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STRENGTHS

- ⚡ **Emergency judgment**
During simultaneous calls, quickly sorted urgency and resource needs, helping dispatchers focus on incidents requiring immediate action.
- 🎧 **Clear communication**
Concise radio and telephone messages reduced ambiguity for field personnel, especially when incident details changed mid response.
- 📂 **Record accuracy**
Careful database entries protected incident history and helped authorized personnel retrieve dependable law enforcement information.
- ♥️ **Responder awareness**
Regular radio monitoring made backup needs easier to recognize, giving field units timely support during uncertain conditions.
- ⚙️ **Steady multitasking**
Listening, typing, reading maps, and tracking unit status became a reliable routine during busy communications periods.

SKILLS

- 911 call taking Police dispatch
- Fire dispatch
- Emergency communications
- Call prioritization Two way radio
- Telephone systems FCIC and NCIC
- Law enforcement databases
- Confidential records Data entry
- Incident documentation
- CritiCall competencies
- Map interpretation
- Responder safety

SUMMARY

Public safety communications professional with four years supporting emergency call intake, police and fire dispatch, records processing, and continuous operations. Handles urgent and **non emergency** requests with calm judgment, gathers accurate location and incident details, prioritizes competing calls, and relays concise information through telephone and radio systems. Maintains dependable awareness of field unit status, **responder safety** needs, jurisdiction boundaries, and changing incident conditions. Experienced with FCIC and NCIC research, confidential law enforcement records, maps, warrants, **missing person reports**, stolen property, vehicle information, and authorized database checks. Florida **911 Public Safety Telecommunicator** with EMD, FSD, LED, and FCIC and NCIC certifications. Brings disciplined data entry, clear communication, dependable shift coverage, and steady public service during demanding emergency operations.

EXPERIENCE

Public Safety Dispatcher, Emergency Communications

Suncoast Regional Communications 📅 November 2024 - Present 📍 Tampa, Florida

Supports police and fire communications across emergency and non emergency incidents, managing calls, radio traffic, databases, maps, partner coordination, and responder safety in a continuous operations setting.

- Manage emergency calls by confirming locations, event types, urgency, and responder details before **dispatch** actions.
- Prioritize simultaneous calls and radio traffic while recording incident updates and tracking field unit status.
- Query **FCIC** and NCIC records for wanted persons, licenses, registrations, vehicles, and **stolen property**.
- Monitor **police** and fire **radio traffic**, then coordinate backup resources when field safety concerns arise.
- Use maps and jurisdiction references to route uncertain locations into appropriate public safety response areas.
- Coordinate towing providers, **utility crews**, neighboring agencies, and internal staff during changing incidents.

Communications Call Taker, Public Safety Operations

Bayfront Emergency Communications 📅 October 2022 - October 2024 📍 St. Petersburg, Florida

Handled high volume **emergency communications** through structured questioning, accurate **data entry**, telephone and radio messaging, records research, map verification, and dependable rotating shift coverage.

- Received emergency calls, gathered essential facts, and entered concise incident summaries for **dispatcher** action.
- Built simultaneous listening, typing, reading, and decision skills during rapidly changing public safety events.
- Relayed police and **fire** messages through telephone and radio systems using clear operational terminology.
- Conducted authorized database checks and documented returned information under **confidentiality** and security procedures.
- Used **maps** and address references to verify locations, jurisdiction boundaries, and incomplete caller details.
- Maintained rotating shift attendance while completing policy, communications, and quality review training.

PROJECTS

Emergency Communications Quality Review 📅 2024

LANGUAGES

English	Native
Spanish	Intermediate

MY CAREER



- Public Safety Dispatcher, Emergency Communications at Suncoast Regional Communications (1.9 Years)
- Communications Call Taker, Public Safety Operations at Bayfront Emergency Communications (2 Years)

Worked with dispatch peers during recurring quality reviews to compare call summaries, clarify location details, and improve consistency across urgent police and fire communications.

Public Safety Records Accuracy Initiative 📅 2025

Supported careful review of FCIC and NCIC entries with authorized colleagues, helping preserve record accuracy, confidentiality, and dependable information access during active operations.

LEADERSHIP & AWARDS

- Recognized by dispatch leadership for dependable performance during high volume emergency communications periods.
- Selected for trusted FCIC and NCIC records work after demonstrating accurate database handling and confidentiality.
- Commended by peers for clear radio updates and steady support during changing field incidents.

EDUCATION

High School Diploma

Hillsborough High School 🎓 GPA: 4.0 📅 2022 📍 Tampa, Florida

Coursework: English spelling and word usage, public service methods, computer technology, geography

CERTIFICATIONS

- Florida 911 Public Safety Telecommunicator 📅 2023
- Emergency Medical Dispatcher (EMD) 📅 2023
- Fire Service Dispatcher (FSD) 📅 2024
- Law Enforcement Dispatcher (LED) 📅 2024
- FCIC/NCIC Full Access Certification 📅 2025

TECHNICAL SKILLS

- **Emergency Communications:** 911 call taking, emergency call intake, non emergency calls
- **Dispatch Operations:** Police dispatch, fire dispatch, resource dispatch
- **Radio and Telephony:** Two way radio, telephone systems, radio traffic
- **Records Databases:** FCIC, NCIC, law enforcement databases
- **Incident Records:** Incident documentation, activity logs, central recording systems
- **Law Enforcement Checks:** License plate checks, driver license checks, wanted person checks
- **Records Research:** Warrants, missing person reports, stolen property
- **Mapping and Geography:** Map interpretation, jurisdiction identification, address verification
- **Dispatcher Certifications:** 911 Public Safety Telecommunicator, Emergency Medical Dispatcher, Fire Service Dispatcher
- **Assessment Skills:** CritiCall, data entry, call summarization

PROFESSIONAL AFFILIATIONS

- Florida public safety communications professional maintaining active service focused dispatcher certifications.
- Public safety communications peer network participant supporting shared learning in call handling and dispatch procedures.

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST