

# Aisha Rodgers

☎ (813) 555-4628 ✉ aisha.rodgers@example.com 💼 linkedin.com/example/aisharodgers 📍 Tampa, FL 33606

## 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** November 2024 - Present  
Suncoast Regional Communications *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** October 2022 - October 2024  
Bayfront Emergency Communications *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  
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** 2022  
Hillsborough High School GPA: 4.0 *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

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- **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

## SKILLS

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

## PROFESSIONAL AFFILIATIONS

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- 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.

## LANGUAGES

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- English (Native)
- Spanish (Intermediate)

## ADDITIONAL INFORMATION

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

## REFERENCES

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AVAILABLE ON REQUEST