

Lana Golden

Emergency Dispatcher

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📍 Kalamazoo, MI 49007

STRENGTHS

- 🔊 **Calm information gathering**
During timed call scenarios, asked focused questions and captured safety details without losing composure or caller respect.
- 🔍 **Accurate record review**
Training printouts and database returns became useful field information after careful identifier checks and focused review.
- 📻 **Disciplined radio use**
Practice with MPSCS 800 MHz concepts built concise transmissions, clear read backs, and dependable simulated unit updates.
- 👥 **Resource coordination**
Escalating exercises required thoughtful police, fire, and emergency medical assignments as new facts arrived.
- ⚖️ **Impartial public service**
Scenario feedback reinforced fair, respectful communication, with dignity preserved during routine and crisis interactions.

SKILLS

Emergency dispatch Call handling

Radio discipline

Incident documentation

Resource coordination

MPSCS 800 MHz

Law enforcement communication

Emergency service operations

Computer record review

Preliminary information gathering

Bias free communication

CPR/AED Basic First Aid

SUMMARY

Early career public safety communications trainee with supervised experience in emergency dispatch simulations, computerized call handling, incident documentation, radio discipline, and emergency resource coordination. Training includes Emergency Dispatch Center operations, **MPSCS 800 MHz** concepts, preliminary information gathering, computer record interpretation, caller questioning, interrogation concepts, CPR/AED, and **Basic First Aid**. Practice scenarios required calm prioritization, concise communication, accurate read backs, and clear information exchange with simulated **law enforcement**, fire, emergency medical, and external agency personnel. Coursework strengthened keyboarding, listening, writing, protocol use, and impartial public interaction. Instructor feedback shaped stronger decisions after each exercise. Prepared to contribute dependable communication, careful documentation, and respectful service during routine assignments and **crisis operations**.

EDUCATION

Certificate in Public Safety Communications

Kalamazoo Valley Community College 🎓 GPA: 4.0 📅 2026 📍 Kalamazoo, MI

***Coursework:** Emergency dispatch operations, emergency communications equipment, public safety operations, incident documentation*

TECHNICAL SKILLS

- **Dispatch Systems:** Computerized dispatch systems, call handling software, incident status systems
- **Radio Communications:** MPSCS 800 MHz, radio discipline, standardized dispatch phrasing
- **Emergency Operations:** Emergency Dispatch Center operations, public safety operations, crisis operations
- **Record Interpretation:** Computer generated records, database returns, training printouts
- **Incident Documentation:** Dispatch logs, incident narratives, written documentation
- **Resource Coordination:** Police deployment, fire deployment, emergency medical deployment
- **Communication Methods:** Caller questioning, closed loop confirmation, accurate read backs
- **Medical Response:** CPR, AED, Basic First Aid
- **Public Safety Liaison:** Law enforcement communication, external agency communication, responder coordination
- **Testing And Compliance:** Aptitude testing, computer skills examination, fingerprint checks

EXPERIENCE

Emergency Dispatch Simulation Trainee

Public Safety Communications Lab 📅 January 2026 - Present 📍 Kalamazoo, MI

Supports supervised dispatch simulations that mirror Emergency Dispatch Center workflows, **computerized records**, radio communications, emergency resource deployment, and **incident documentation**. Reviews performance with instructors after time sensitive exercises.

- Operated **computerized dispatch** simulations, updated incident status, and maintained accurate event documentation across timed scenarios.
- Practiced **MPSCS 800 MHz** radio phrasing, relaying location, safety, and response details to simulated **law enforcement** units.
- Coordinated simulated police, fire, and emergency medical resources during escalating incidents under instructor supervision.
- Interpreted training printouts and database returns, verifying identifiers before communicating relevant findings through established channels.
- Applied caller questioning techniques, routing safety critical information through calm, impartial communication during structured scenarios.
- Reviewed dispatch logs and radio traffic with instructors, identifying documentation improvements for later exercises.

Written communication

Keyboarding

LANGUAGES

English Native

Spanish Beginner

MY CAREER



● Emergency Dispatch Simulation Trainee at Public Safety Communications Lab (9 Months)

● Public Safety Dispatch Project Student at Emergency Communications Course Project (3 Months)

Public Safety Dispatch Project Student

Emergency Communications Course 📅 September 2025 - December 2025

📍 Kalamazoo, MI

Completed supervised coursework focused on **emergency communications** procedures, dispatch records, response priorities, external agency communication, written reporting, CPR, and Basic First Aid. Applied lessons during structured scenario drills.

- Built incident narratives from simulated calls, converting fragmented information into concise dispatch notes for review.
- Completed routine and crisis drills, selecting response priorities and documenting resource assignments under instructor supervision.
- Practiced external agency communication with closed loop confirmation and accurate read backs during time sensitive exercises.
- Evaluated computer returns and dispatch records, identifying pertinent information for written operational judgment exercises.
- Demonstrated **CPR**, AED, and **Basic First Aid** procedures during classroom skills sessions and responder coordination scenarios.
- Prepared a dispatch operations briefing covering equipment concepts, **bias free** service, procedures, and **written documentation**.

PROJECTS

Emergency Communications Scenario Portfolio 📅 2026

Created a supervised collection of dispatch scenarios focused on caller questioning, computer record interpretation, radio discipline, resource coordination, and clear incident documentation.

LEADERSHIP & AWARDS

- Public Safety Communications Program Academic Achievement, 2026
- Dean's List, 2025
- Peer Scenario Practice Group, Session Coordinator, 2026

CERTIFICATIONS

- CPR/AED Certification 📅 2026
- Basic First Aid Certification 📅 2026

PROFESSIONAL AFFILIATIONS

- Campus Emergency Preparedness Volunteer, 2025 to 2026
- Peer Scenario Practice Group, Session Coordinator, 2026

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST