

Work Experience

MoDOT

March 2020– Present

Traffic Systems Supervisor

I direct the operations of the Traffic Management Center including computer traffic surveillance and control systems to provide traffic control for urban freeway and arterial traffic. I act as incident commander until emergency units are onscene and perform tasks as PIO and communication liaison for incident management. I am the training lead for emergency radio communication/development state-wide. I also oversee the Customer Service Department which handles correspondence both internally and externally. I schedule and supervise daily work assignments of the traffic system operators and customer service representatives; also coordinating the traffic management center operations with field operations. I monitor work performance and assist with performance improvement plans when needed. I coordinate traffic logs and records relating to highway conditions, customer service databases, and system operation; assist in the development of operating procedures for department traffic and incident management strategies, customer service, dispatch, and system operation. I monitor information presented on advanced traveler information systems; evaluate traffic congestion, emergency situations, and traffic delays for appropriate actions taken on variable message signs, and other traffic control devices. I communicate with police/fire/ems dispatchers, media representatives, city/county officials, the general public, and field personnel regarding traffic conditions and emergency operations. I coordinate traffic reporting information and collection of data; generate reports for management on system performance and activities. I coordinate and arrange repairs or maintenance of traffic management center and related field equipment. I maintain inventory of equipment and supplies; order and purchase items as necessary. *I perform supervisory responsibilities in a manner consistent with the department's Affirmative Action Program. I also maintain all the above listed duties "after hours" for state-wide operations.

Gasconade County E-911

October 2014 – March 2020

Supervising Communications Officer

As a part-time dispatcher I was promoted to supervisor in March of 2018. I supervised 10-12 dispatchers providing dispatch services and answering 911 calls for 5 law enforcement agencies, 4 volunteer fire departments, and 3 ambulance districts. I am licensed for medical, fire, and police dispatch. I am also licensed as a "Q" for quality assurance. I am responsible for new hire screening, training, scheduling, review, performance improvement plans, evaluation, reporting, education and development, enforcing SOG and SOP standards, budgeting, public relations, monthly radio tests/drills, and provide direct support for the director. I am also responsible for stepping in for

dispatch needs and remain quite active on the “floor” as I believe you must “lead by example” in providing emergency services and initiating emergency response. My value is “everyone goes home” at the end of the day.

Franklin County Sheriff’s Office
Communications Officer

October 2012 – March 2018

I am responsible for the dispatch of the Sheriff’s deputies as well as the dispatch for the police departments of 5 municipalities, 4 ambulance districts, and 7 fire districts. I am also a licensed 911 operator serving the Franklin County Citizens. My responsibilities include warrant entries, conducting criminal histories and research, assist in investigations, documentation, and reports.

It is a must to multitask, as an “average day” consists of 70+ phone calls (an average of 15-20 911 calls included in this average), maintaining radio traffic of all agencies, as well as maintaining the necessary paperwork accordingly. Citizen and officer safety is always the utmost priority.

Customer service is always a focus as we serve the needs of citizens as well as our deputies. Being professional, timely and polite is a must to deliver results.

D and D Steel
Office/Logistics Manager

April 2012 – October 2012

I am a part-time office management of a whole-sale steel company. Responsibilities include all areas of maintaining office practices, advertising/marketing, sales, customer service, accounting, fleet management, personnel management, and computer maintenance.

Gasconade R-II School District
Substitute Bus Route Driver

August 2009 – May 2012

I am responsible for the transporting of students to and from school as well as special activities. I perform this work on an “as needed” basis on my days off of regular employment.

MoDOT
Emergency Dispatch Operations/Sr. Customer Service-Community Relations

June 2007 – April 2012

I was responsible for receiving incoming telephone calls, e-mails and correspondence from the public, emergency agencies, and employees. I conducted research to answer questions or to take action and provided follow up to customers.

I also functioned in operations for the Traffic Management Center, St. Louis District. This involves dispatch for day-to-day maintenance, snow operations, and emergency situations involving our state roads and motorists. This includes the duties of monitoring traffic (through cameras and sensors), programming various message boards, logging data, adjusting variable speed advisory signs, alerting emergency agencies as well as the

public (media, and electronic boards), and monitoring Missouri's only working tunnel (Lindbergh Tunnel). It was my responsibility to initiate our emergency response plan as well as inform motorists of traveling conditions.

I was required to have knowledge in a broad range of areas in order to perform support for both internal and external customers. Situations were constantly changing. It was a must to be flexible and willing to continue education. In handling all areas of dispatch/customer service for highway maintenance it is imperative to be timely and thorough, for this is where many customers formed their opinions of MoDOT. Communications is the key in providing the motorized public with safe uninterrupted traffic flow.

I assisted in developing and maintaining various departmental reports and training resources. I provided our department with informational sources by maintaining a general directory. I took an active role to assure our customer service department was moving in a positive direction regarding "Tracker" which is our process of review. I am flexible, willing to work when/where my team needs me the most.

To further my education/career, I actively participated in ICS classes through SEMA with the Incident Command System. Certificates can be viewed upon request.

I was a recipient of the Performance Based Pay Increase as well as awarded as a MoDOT Star Performer.

Wal-Mart Transportation
Driver Coordinator

March 2003 – May 2007

I was responsible for maintaining records of approximately 198 drivers currently working for Wal-Mart. At capacity we had 200+ drivers in our private fleet. My responsibilities included: management of the drivers, payroll, communications, problem solving, pre-paid billing, dispatch, and various reports. I was the go-between for the driver and upper-level management. I also did up to the minute updates on the drivers record which was necessary for correct payroll. I maintained all of the data processing for the driver, payroll, personnel files and pre-paid billing. The DC 6869 was ranked at number 1 in the mid-western region with a 99.7% LOS during my employment. This translated into a .3% margin of error which was calculated by many different factors. We were considered a training facility by headquarters in Bentonville. So hosting and training both new and existent staff was added to our list of duties. Multi-tasking was a must. Many times I found myself with a driver at my desk, a driver on the phone, while yet another driver was pulled up on the computer screen. It was hectic yet very rewarding. I had been recognized as employee of the month on 3 different occasions and received several awards of recognition for job performance.

Skills

- 2022 MDI Graduate
- FEMA ICS 100, 200, 242, 300, 400, 700, 775, and 800
- Meris System Operator Training
- 40 Hour Basic Radio/Communications training – APCO
- National Academy of Dispatch Licensing for Medical, Fire, and Police Dispatch
- National Academy of Dispatch Licensed for Medical Dispatch Quality Control
- K-Love Peer Crisis Intervention for Critical Incident Management
- Dispatch/Radio (including HF radio and monthly radio/satellite testing).
- CAD systems Global and Viper
- MULES certified
- MS Office Products (certified)
- Data Base Management (experience in operational functions of 6 different data bases)
- ATMS, INet, TMS, VAS, WANCO, SCRC, SCADA
- QuarkX
- CISCO (ASCII Terminal) - Network Phone Management
- Typing (tested 98 WPM 100% accuracy) - 10-key
- Dictation/Transcription
- Customer Service
- ConferView Teleconference System
- Account Management: Sales, Billing, Collections
- Creating Incentive Programs (both employee, and client)
- Employee Training, Scheduling, and Payroll
- Presentations
- Website Maintenance and Web Publishing
- Travel Arrangements/ Event Planning
- Random Clerical Office Functions
Organization - Documentation – Switch Board – Supplies

Education

University of Missouri – training courses 2010 – 2011
ICS Training for Incident Command. Continuing education with the Missouri POST Program.

East Central College *Presently Continuing*
Major - Business Administration. 3.34 GPA. Continuing to complete my Bachelor's Degree.

Gasconade County R-II Graduated 1992
Graduated with honors with a 3.87 GPA. College Preparatory Certificate, National Honor Society, Student Council, SADD, Golden Rule, FBLA, Marching Band, First Chair Orchestra, First Chair Jazz Band.

Certificates: MULES, 911 EMD-Police-Fire-Q, MERIS System Operator Training, ICS 300, ICS 400, IS 00800.b, IS 00242, IS 000100.a, IS 002000.a, IS 00700.a, IS 00775 (All coursed for Incident Management and Command.)

Numerous employee development courses offered through MoDOT LMS.

Hobbies

Equine sports and education, photography, camping, crafts, sewing, scrap booking, viewing professional sports, gardening, and general outdoors.

- I have served as chair for the MFTHBA judge's committee
- I have served as chair person for the MFTHBA membership committee.
- I have served as a board member of the Utah Fox Trotting Horse Breed Association.
 - I had established Utah's first "all-gaited" youth group that has increased its organizational size by 60% in its first two years.

Professional References Available Upon Request