

NIASIA SCARBOROUGH

CONTACT

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EDUCATION

OLD DOMINION UNIVERSITY

Health Service Administration
2023-Present
Expected Graduation Date 2024

AUSTIN PEAY STATE UNIVERISTY

Biology
2016-2018
Completed 40 credits

VIRGINIA COMMONWEALTH UNIVERSITY

Biology
2013-2015
Completed 60 credits

EXTRACURRICULAR ACTIVITIES

Tau Sigma |2024

ACHIEVEMENTS/AWARDS

Telecommunicator of the Year
2022
Dean's list Fall 2023 & Spring
2024

SKILLS

- Communication skills
- Calm under pressure
- Quick Thinking
- Multitasking
- Computer Aided Dispatch
- Data Entry
- Emergency Dispatch Protocols
- Microsoft Office Suites
- Empathy and Compassion
- Auditing files

CERTIFICATION

- Certified Training Officer|2022-Present
- CPR Certified|2019-Present
- First Aid Certified|2019-Present
- Public Safety Telecommunicator|2019-Present
- Emergency Medical Dispatcher|2019-Present
- Fire Service Communication|2019-Present
- Dementia Training|2024

ABOUT ME

Dedicated 911 dispatcher with 5 years of experience, recognized for excellence by receiving the Dispatcher of the Year award in 2022. I've actively contributed to the development of new dispatchers for the past 2 years. Currently pursuing a bachelor's degree in healthcare service administration, I am eager to leverage my expertise and transition into a healthcare-related role upon graduating in December. My background in crisis management, quick decision-making, and dedication to public service positions me as a valuable asset in the healthcare sector.

WORK EXPERIENCE

HEALTH SERVICE ADMINISTRATION INTERN

Commonwealth Senior Living | Summer 2024

As an intern, I acquired skills and supported the front desk's daily operations, including welcoming visitors and residents, providing information to prospective residents' families, addressing and resolving complaints, and handling phone calls.

I have also performed thorough audits of resident records and taken part in staff training sessions and meetings.

911 DISPATCHER

Eastern Shore Virginia 911 | 2019-Present

Responsibilities include receiving and processing emergency calls, providing pre-arrival instructions, coordinating with emergency services, and maintaining accurate records. Strong communication, multitasking, and decision-making skills are essential in this fast-paced role. Additionally, empathy and composure under pressure are vital to ensure efficient and effective emergency response. Also serve as a Certified Training Officer.

DISPATCHER

Chenega|Nasa-Wallops| 2024-2024

Focuses on fire, EMS, and security, as well as monitoring alarms and airfield traffic, involves coordinating and dispatching emergency services to incidents. Key responsibilities include receiving and prioritizing emergency calls, dispatching appropriate personnel, and ensuring timely response.

CUSTOMER SERVICE ASSOCIATE

Royal Farms| 2018

Responsible for processing customer transactions, including receiving payments, issuing receipts, and providing excellent customer service. Key duties involve operating cash registers, handling cash, credit cards, or other payment methods, and ensuring accuracy in transactions. Also assisting with customer inquiries, resolve issues related to transactions, and maintain a clean and organized checkout area. Attention to detail, basic math skills, and a friendly demeanor are crucial attributes for success in this role.