

# STEPHANIE PATTERSON

## Objective

An experienced public safety professional with over 15 years in emergency communications seeking to transition into the field of education. Skilled at managing high stress situations with composure and patience, while providing clear communication and support. Dedicated to creating a structured, student centered and positive environment while working collaboratively with colleagues and families.

## Skills

- Strong verbal/written skills
- High attention to detail and accuracy
- Active Listener
- Ability to multitask and prioritize
- Team Collaboration

## Education

### ***B.A. Elementary Education K-6, Old Dominion University – Norfolk Va.***

Expected Graduation Date – Spring 2026

### ***A.A General Studies, Central Virginia Community College – Lynchburg, Va.***

Graduated – 2024

## Experience

### ***Public Safety –VA.***

*911 Emergency Telecommunicator Shift Supervisor - 9/2010 – Present*

- Able to use a CAD dispatch system to accurately log down emergency complaints from the public and first responders.
- Able to prioritize the level of emergency.
- Respond to emergency and non- emergency calls, dispatching services, managing incoming emergency calls on multiple telephone lines.
- Translate information, manage and operate Motorola radio console.
- Enter, modify and cancel warrants and protective orders into the NCIC/VCIN databases.

- Monitor and respond to various systems and alarms.
- Answer calls from a multi-line telephone and use of an CAD system.
- Utilize a mapping system to accurately direct responders.
- Review CAD documentation for accuracy and adherence to policies and procedures.
- Provide supervisory oversight and support to staff as assigned.

### **Delta Star, Inc. – Lynchburg, VA.**

*Administrative Assistant – Mechanical Engineering - 11/2008 - 3/2010*

- Completed administrative work for President and CEO. This included setting up appointments, answering/sending emails, setting up vendors.
- Prepared manufacturing reports per specifications.
- Prepared and assembled instruction books, copied manuals, operated office equipment including personal computer, copy machines, scanners, KIP printers and telephones.
- Filed documents, printed drawings for customers, prepared releases and installed instruction manuals on CD in computer.
- Performed receptionist duties when needed.

### **Thomas Road Early Learning Center – Lynchburg, VA.**

*Child Care Aide - 08/2006 - 3/2010*

- Assist with care of toddlers.
- Instruct and supervise children.
- Assist with discipline, crafts and reading stories.

### **Certifications & Training**

- Completed Central Virginia Criminal Justice Academy Dispatch School – 2010
- Certified NCIC/VCIN Operator – 6/29/2024 – 6/29/2026
- Power Phone Total Response Certified – 11/01/2022 – 11/18/2026
- CPR/AED Certified – 12/2025 – 12/2027
- CIT Training
- Notary Public
- Restraint/Seclusion Training
- Cultural Competency Training
- Child Abuse and Neglect Certificate