

# Sedona Yates

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## Professional Summary

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Calm, reliable, and detail-oriented Emergency Dispatcher with proven experience handling high-stress 911 calls for San Mateo County. Skilled at assessing emergency situations, prioritizing responses, and coordinating police, fire, and medical units through Computer-Aided Dispatch (CAD) systems. Recognized for excellent communication, composure under pressure, and strong multitasking abilities in dynamic environments.

## Key Skills

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- Emergency Call Handling & Prioritization
- Computer-Aided Dispatch (CAD) Systems
- Crisis Communication & De-escalation
- Multi-line Telephone & Radio Operations
- Law Enforcement / Fire / EMS Coordination
- Data Entry & Recordkeeping Accuracy
- Time Management & Multitasking
- Customer Service & Empathy

## Professional Experience

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### **911 Dispatcher | San Mateo County – Redwood City, CA**

*Jan 2023 – Present*

- Receive, assess, and prioritize emergency and non-emergency calls, determining appropriate response levels based on established protocols.
- Dispatch law enforcement, fire, and EMS units through CAD systems while maintaining clear, calm communication with callers and responders.
- Triage multiple simultaneous incidents, ensuring accuracy and timely response under pressure.
- Provide lifesaving pre-arrival instructions in accordance with medical and safety protocols.
- Monitor radio frequencies, maintain real-time updates on responder locations, and relay critical information.
- Document all calls and responses with precision to support operational reporting and compliance.
- **Key Achievement:** Improved dispatch efficiency through streamlined workflows and was recognized for professionalism during critical incidents.

### **Operations Specialist | Rumble Boxing – Palo Alto, CA**

*Dec 2019 – Apr 2024*

- Oversaw daily studio operations, including scheduling, training, and client support.
- Delivered exceptional customer service by resolving inquiries promptly and professionally.
- Supported marketing and event logistics to increase membership engagement and retention.
- Collaborated with PR and event teams to coordinate high-profile and VIP events.
- Streamlined workflows, improving efficiency and team productivity.
- **Key Transferable Skills:** High-volume communication, multitasking, and system navigation under pressure.

## Education

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### **Nursing (In Progress)**

College of San Mateo – San Mateo, CA (*Expected June 2027*)

Continuing education in health and medical sciences.

### **Emergency Medical Technician (EMT)**

Bay Area Training Academy – Alameda, CA (*May 2022*)