Philomena Achterlonie-Banda

Public Safety Telecommunicator II

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SUMMARY

911 dispatcher with 6 years at a consolidated county center, answering police, fire and medical calls and dispatching on 4 radio channels. Answers 97% of 911 calls within 15 seconds, holds an EMD protocol compliance score above 95% and trains new call takers. Certified in APCO Public Safety Telecommunicator, EMD and EFD.

EXPERIENCE

Public Safety Telecommunicator II — Saguaro Valley Regional Communications

Tucson, AZ · Jan 2021 – Present

- Answer about 70 emergency and non-emergency calls a shift, with 97% of 911 calls answered within 15 seconds in 2025.
- Dispatch sheriff, fire and EMS units on 4 radio channels, tracking up to 25 active incidents in CAD at once.
- Give pre-arrival instructions on 300+ medical calls a year, including 14 CPR calls, with a 96% EMD compliance score.
- Serve as communications training officer for 5 new hires, all of whom passed probation on schedule.
- Ran radio for 3 multi-agency wildfire evacuations, coordinating 9 agencies over 18-hour operational periods.

Call Taker — Pima Foothills Police Department

Oro Valley, AZ · Jun 2019 – Dec 2020

- Answered about 120 calls a day on 911 and non-emergency lines, entering every incident in CAD.
- Ran 40+ NCIC and state warrant checks a shift for officers in the field.
- Kept call entry accuracy at 99% in monthly quality reviews for 18 months.

SKILLS

Emergency call taking: 911 call taking, EMD and EFD protocols, pre-arrival instructions, text-to-911, TTY, language line

Dispatch: Multi-channel radio, unit status tracking, mutual aid requests, officer safety checks

Systems: Hexagon CAD, Motorola MCC 7500 consoles, Vesta 911, NCIC, ProQA Paramount

Composure: Crisis calls, suicidal callers, active threat incidents, long overnight shifts

CERTIFICATIONS

APCO Public Safety Telecommunicator 1

IAED Emergency Medical Dispatcher (EMD)

IAED Emergency Fire Dispatcher (EFD)

CPR/AED, American Heart Association

EDUCATION

Associate of Applied Science, Emergency Management, Pima Community College, 2019

Fictional example by FindAJobAI: the person, employers and numbers are invented.