

Albina Woodburn

EMT Dispatcher

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☎ (321) 189-8141

📍 1212 Broad St, Philadelphia, PA 19112

EDUCATION

High School Diploma at Upper Moreland High School, Willow Grove, PA

Sep 2017 - May 2021

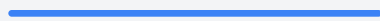
Some skills I've learned are time management, how to study for exams, and how to do research.

LINKS

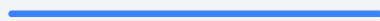
[linkedin.com/in/albinawoodburn](https://www.linkedin.com/in/albinawoodburn)

SKILLS

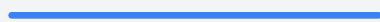
Communication



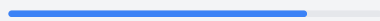
Interpersonal skills



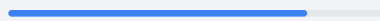
Organizational skills



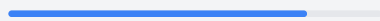
Computer literacy



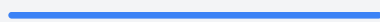
Ability to multitask



Stress management

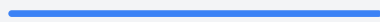


Critical thinking

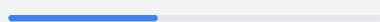


LANGUAGES

English



Dutch



PROFILE

I have over 1 year of experience as an EMT Dispatcher. I am responsible for handling incoming calls and determining the nature of the emergency. I then dispatches appropriate personnel and equipment to the scene. In addition, I maintain contact with field units to ensure that they are safe and provide updates on patient status.

EMPLOYMENT HISTORY

● EMT Dispatcher at Keystone First, PA

Apr 2022 - Present

- Handled an average of 300 emergency calls per day.
- Monitored and dispatched 20 ambulances simultaneously.
- Reduced response time by 10% through optimized route planning.
- Trained 3 new dispatchers on call-taking and dispatch procedures.
- Wrote standard operating procedures for the dispatch center.

● EMT Dispatcher Trainee at Blue Cross Blue Shield of Pennsylvania, PA

Jul 2021 - Feb 2022

- Assisted in the training of 3 new EMT Dispatchers.
- Answered an average of 60 emergency calls per shift.
- Monitored 10 radio channels for emergencies.
- Successfully dispatched units to 5 major accidents.
- Maintained composure during high-stress situations.

CERTIFICATES

Emergency Medical Dispatcher (EMD) Certification

Mar 2021

Emergency Fire and medical Dispatch (EFMD) Certification

Aug 2019

MEMBERSHIPS

National Emergency Medical Services Association

American Academy of Emergency Dispatch