

Kandi Lafferty

Bolt, WV 25817

klafferty98@gmail.com

(304)-575-0579

Detail-oriented and attentive 9-1-1 Telecommunicator Shift Supervisor with 2+ years of experience in public safety and communications. Effective in working well under pressure, interacting with coworkers and callers in a personable, professional manner. Maintains a proud history of consistent work and school attendance.

Work Experience

TELECOMMUNICATOR SHIFT SUPERVISOR -BECKLEY

RALEIGH COUNTY EMERGENCY SERVICES AUTHORITY

December 2016 to Present

- Ensured a safe, open work environment for team members
- Worked with administration to implement a voluntary debriefing meeting after shifts for telecommunicators to help reduce the effects of stress and trauma of emergency call-taking
- APCO certified in Emergency Medical Dispatch, with experience in giving CPR and other medical pre-arrival instructions.
- Experience with working in high stress situations with emotional and irate callers, while maintaining a calm and professional demeanor. Effective customer service skills.
- Worked alongside Fire, EMS, and Law Enforcement agencies to ensure public safety. Knowledge of dispatch procedures, answering Admin and 9-1-1 lines, with training in monitoring and processing alarm systems.
- Instructed callers with additional pre-arrival instructions to help ensure safety of themselves and responders to prevent further complications in emergency situations.

AMBULANCE DISPATCHER

JAN-CARE AMBULANCE SERVICE

June 2016 to November 2016

- Scheduled non-emergency ambulance transports
- Experience in communication with EMS personnel
- BLS provider/ CPR certified by American Heart Association

LEADERSHIP -Current Telecommunicator Shift Supervisor for Raleigh County

Emergency Services Authority

-Current Treasurer of the Raleigh County Local Emergency Planning Committee (LEPC), Author and Editor of the LEPC Quarterly Newsletter

-Former Secretary of Liberty High School Key Club

Education

Certificate of Achievement in Professional Development

FEMA Emergency Management Institute - Bolt, WV

January 2019 to March 2019

HIGH SCHOOL DIPLOMA

LIBERTY HIGH SCHOOL - Glen Daniel, WV

2016

Skills

- Shift Supervisor