# Shawn McAllister

## 911 Dispatcher

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## Summary

911 dispatcher with 3 years in a regional emergency communications center taking police, fire and EMS calls for 6 agencies, after 2 years in alarm monitoring. Able to multi-task call-taking and radio, work independently on the overnight console and follow EMD and EFD protocols on every medical and fire call.

## Experience

### 911 Dispatcher

04/2023 - Present

**Front Range Emergency Communications Authority** Lakewood, CO

Regional 911 center dispatching for 6 police, fire and EMS agencies.

- Handle **100+** 911 calls a shift, meeting the 15-second answer standard 96% of the time.
- Triage medical calls with EMD protocols and send ALS or BLS units within 60 seconds of address verification.
- Operate 3 radio channels at once on overnight shifts, tracking unit status in CAD without missed status checks.
- Record call details for 150 incidents a week, supporting 4 court subpoenas with complete CAD and audio records.

### Alarm Monitoring Operator

06/2021 - 03/2023

**Rocky Mountain Alarm Center** Denver, CO

Central station monitoring 8,000 burglary, fire and medical alarm accounts.

- Monitored 8,000 alarm accounts on a 4-person overnight team.
- Verified alarms with 2-call verification before police requests, reducing false dispatches by 20%.
- Contacted keyholders and 911 centers in 12 states, giving clear location and alarm-zone details.
- Documented every alarm and action in the monitoring software for client audits.

## Education

### High School Diploma

05/2021

**Lakewood High School** Lakewood, CO

## Skills

- CAD
- 911 Call Taking
- Radio Dispatch
- EMD Protocols
- EFD Protocols
- Alarm Monitoring
- Address Verification
- Data Entry
- Multi-Task
- Work Independently

## Certificates

### Emergency Medical Dispatcher (EMD)

06/2023

International Academies of Emergency Dispatch

### Emergency Fire Dispatcher (EFD)

09/2023

International Academies of Emergency Dispatch

### Public Safety Telecommunicator 1 (PST1)

05/2023

APCO International

### CPR/AED

03/2026

American Heart Association