Natalie Ferraro

Emergency Response Specialist

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SKILLS

- Disaster Response
- Shelter Operations
- Mass Care
- Damage Assessment
- Volunteer Coordination
- Logistics
- ICS
- WebEOC
- Microsoft Excel
- Communication Skills

EDUCATION

Bachelor of Science

05/2020

University of Central Missouri

Warrensburg, MO

Crisis and Disaster Management

CERTIFICATES

FEMA IS-100, IS-200 and IS-700

FEMA Emergency Management Institute

10/2020

Adult and Pediatric First Aid/CPR/AED

American Red Cross

02/2026

SUMMARY

Emergency response specialist with 6 years in disaster response with a regional relief nonprofit, deploying to 14 floods, tornadoes and wildfires. Opens and runs shelters, leads damage assessment teams and coordinates volunteers and logistics inside an ICS structure. Calm under pressure and ready to deploy on short notice for 2 to 3 weeks.

EXPERIENCE

Emergency Response Specialist 04/2023 - Present

Heartland Disaster Relief Kansas City, MO

Regional disaster relief nonprofit serving Missouri, Kansas, Iowa and Nebraska.

- Deploy within 12 hours to lead shelter operations, running shelters of up to **350** residents.
- Direct damage assessment teams that surveyed 2,100 homes after the 2024 Iowa tornadoes.
- Recruit and schedule 200 volunteers per response for mass care, feeding and warehouse shifts.
- Report shelter counts and resource requests in WebEOC to county emergency managers twice daily.

Disaster Program Coordinator 05/2021 - 03/2023

Prairie Gateway Relief Network Topeka, KS

Nonprofit providing preparedness and disaster services in eastern Kansas.

- Managed logistics for 6 disaster responses, tracking cots, meals and supplies in Microsoft Excel.
- Trained 300 volunteers in shelter operations, disaster response basics and ICS roles.
- Built partnerships with 18 churches and schools for pre-identified shelter sites.
- Followed up with 450 displaced families to connect them with recovery casework.

AmeriCorps Disaster Response Member 08/2020 - 04/2021

Midwest Response Corps Joplin, MO

Service year with a disaster recovery team.

- Rebuilt 40 flood-damaged homes with volunteer crews after mold removal.
- Logged volunteer hours and tool inventory for grant reporting.
- Surveyed 300 households for unmet needs and opened cases for the long-term recovery group.
- Guided 25 visiting volunteer groups through safety briefings before each work day.