Brianna Faulkner

EMS DISPATCHER

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Summary

EMS dispatcher with 2 years of ambulance dispatch after 2 years as a field EMT. Assigns 28 ALS and BLS units to 911 backup and interfacility calls, keeps response times on target and gives hospitals and nursing homes fast customer service, with the ability to multi-task across phones, radio and CAD.

Skills

- **CAD**
- **AVL**
- **Radio Dispatch**
- **EMD Protocols**
- **Interfacility Transport**
- **ePCR**
- **Medical Terminology**
- **Unit Coverage Planning**
- **Customer Service**
- **Multi-Task**

Experience

EMS Dispatcher 03/2024 - Present

Queen City Ambulance Service Charlotte, NC

Private ambulance service with 28 units covering 911 backup and interfacility transport.

- Assign **28** ALS and BLS ambulances to 911 and interfacility calls, moving units to cover open zones.
- Process 70 transport requests a shift from 9 hospitals and 40 nursing homes, confirming level of care.
- Monitor unit status and AVL in CAD, keeping 90% of emergency responses under 10 minutes in 2025.
- Coordinate hospital diversion and bed status with ER charge nurses, rerouting 3 to 5 units a week.

EMT-Basic 02/2022 - 02/2024

Queen City Ambulance Service Charlotte, NC

Field EMT on a 2-person ambulance crew.

- Completed 8 to 10 emergency and interfacility transports a shift as part of a 2-person crew.
- Assessed patients and recorded vitals and care in the ePCR before every hospital handoff.
- Checked the ambulance, oxygen and equipment inventory each shift, with no missed items in 6 audits.
- Delivered clear verbal reports to receiving nurses using standard medical terminology.

Education

Certificate 12/2021

Central Piedmont Community College Charlotte, NC

Emergency Medical Technician

Certificates

Emergency Medical Technician (EMT) 01/2022

North Carolina Office of Emergency Medical Services

Emergency Medical Dispatcher (EMD) 04/2024

International Academies of Emergency Dispatch

BLS Provider 01/2026

American Heart Association