KENDRA HOLLIS

POLICE DISPATCHER

CONTACT

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(502) 555-0159

Louisville, KY

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SKILLS

- CAD
- Radio Dispatch
- NCIC
- LINK
- 911 Call Taking
- Data Entry
- Word Processing
- Warrant Entry
- Confidentiality
- Work Under Pressure

EDUCATION

High School Diploma

05/2019

Fern Creek High School

Louisville, KY

CERTIFICATES

Public Safety Telecommunicator 1 (PST1)

10/2023

APCO International

LINK/NCIC Full Access Certification

11/2023

Kentucky State Police

CPR/AED

01/2026

American Heart Association

SUMMARY

Police dispatcher with 3 years on radio and phones for a 140-officer department after a year in the police records unit, certified in LINK/NCIC and APCO telecommunications. Can work under pressure on pursuits and shootings, runs warrants and plates accurately and treats every call with confidentiality.

EXPERIENCE

Police Dispatcher

09/2023 - Present

Riverbend Police Department — Louisville, KY

Police communications center for a 140-officer department serving 95,000 residents.

- Direct **25** patrol units across 4 districts on the main radio channel during busy evening shifts.
- Process 80 911 and non-emergency calls a shift, entering incidents in CAD with accurate addresses and codes.
- Query LINK and NCIC for warrants, stolen vehicles and driver status, running 50+ checks a shift.
- Coordinate radio traffic during 30+ pursuits and high-risk calls a year, keeping the channel clear for officers.

Police Records Clerk

06/2022 - 08/2023

Riverbend Police Department — Louisville, KY

Records unit handling reports, warrants and public records requests.

- Processed 60 police reports a day through data entry and word processing in the records system.
- Entered protective orders and warrants into LINK, with zero entry errors in 2 state audits.
- Handled 40 public records requests a week while protecting confidential victim information.

Member Service Representative

03/2020 - 05/2022

Bluegrass Community Credit Union — Louisville, KY

Credit union call center serving 70,000 members.

- Resolved 55 member calls a day on accounts, cards and fraud alerts.
- Verified caller identity on every call under security rules, with no audit findings.
- Earned 2 quarterly service awards for quality scores above 96%.