Luis Cardenas

TELECOMMUNICATOR

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SUMMARY

Telecommunicator with nearly 4 years in a county 911 center after 6 months as a detention officer, holding a TCOLE telecommunicator license and TLETS/NCIC certification. Handles public contact on 911 lines in English and Spanish, follows radio and teletype procedures for sheriff, fire and EMS, and applies sound judgment when calls stack up.

SKILLS

CAD • TLETS • NCIC • Radio and Teletype Procedures • FCC Regulations • Data Entry • 911 Call Taking
Spanish • Microsoft Office • Sound Judgment

EXPERIENCE

Telecommunicator 01/2023 - Present
Hill Country Emergency Communications District New Braunfels, TX

County 911 center for the sheriff's office, 4 fire departments and county EMS.

- Handle **110** 911 and administrative calls a shift, about a third of them in Spanish.
- Operate sheriff, fire and EMS radio under FCC regulations, tracking up to 20 units at a time in CAD.
- Query TLETS and NCIC using radio and teletype procedures, sending 30+ messages and returns a shift.
- Complete CAD data entry on every call, keeping 99% address accuracy in monthly QA audits.

Detention Officer 06/2022 - 12/2022
Guadalupe Valley County Jail Seguin, TX

240-bed county jail.

- Monitored 48 inmates per housing unit through cameras and 30-minute rounds.
- Processed 15 bookings a shift, entering charges and property in the jail system.
- Maintained confidentiality of inmate records under county and state rules.

Customer Service Representative 08/2020 - 05/2022
Comal Valley Water Supply New Braunfels, TX

Rural water utility customer office.

- Resolved 45 billing and service calls a day in English and Spanish.
- Created 20 field work orders a day for leaks, meter checks and shutoffs.
- Collected payments and balanced the drawer with zero variances in 18 months.

EDUCATION

High School Diploma 05/2020
Canyon High School New Braunfels, TX

CERTIFICATES

Basic Telecommunicator License
Texas Commission on Law Enforcement (TCOLE)
06/2023

TLETS/NCIC Full Access Certification
Texas Department of Public Safety
03/2023

Emergency Medical Dispatcher (EMD)
International Academies of Emergency Dispatch
04/2023