

Steve Ryan

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480.329.3057 steve.dispatch@gmail.com

Profile

I am a highly motivated professional communicator with a track record of solving complex problems, effective multitasking, and providing excellent customer support.

I excel in high pressure situations and will be your ace in the hole once hired.

Experience

Emergency Fire & Medical Dispatcher, Phoenix Fire Dept.

January 2006 to Present

- Answer 911 calls for emergency service from 23 cities in the Metro Phoenix area.
- Obtain critical information from citizens in various states of crisis.
- Provide self-help instructions until firefighters or paramedics arrive on scene.
- Monitor emergency operations via radio to ensure firefighter safety.

Special Assignments

- On-the-job trainer for new dispatchers.
- Planning employee schedules and work assignments to meet expected call volumes.
- Designed a database to record our accumulated continuing education hours. (MS Access)
- Created a second database to manage our internal quality assurance program. (MS Access)

Web Designer & Owner, Three Point Design, LLC.

October 2010 to Present, Scottsdale AZ

- Engineering custom web solutions for emerging businesses using WordPress.
- Developing techniques and materials necessary for managing a small business.

Social Media Coordinator, Virtual Incident Command Center

January 2012 to Present, Mesa AZ

- Setting up and operating social media channels for businesses.
 - Monitoring engagement across multiple channels to determine if the efforts being made are effective in reaching a target audience
 - Creating effective contingency plans for communicating with the public during a crisis.
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Education

Arizona State University

Bachelors of Interdisciplinary Studies, with concentrations in English and Communication

Skill Set

Code	HTML/XML, CSS, PHP, SQL, VBA
Productivity	Word, Excel, PowerPoint, Access
Web Publishing	WordPress, Photoshop (always learning).
Interpersonal	Training, Content Development, Customer Service, Sales

Please visit <http://sryan.us> for writing samples and more detailed job descriptions.