

NIASIA SCARBOROUGH

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SUMMARY

Dedicated and highly skilled 911 Dispatcher with five years of experience and a proven track record of excellence, recognized as Telecommunicator of the Year in 2022. Currently pursuing a Bachelor's degree in Health Service Administration with a minor in Management, expected to graduate in December 2024. I possess strong communication, multitasking, and crisis management abilities, with certifications in Emergency Medical Dispatch, Public Safety Telecommunication, and Fire Service Communication. I aim to leverage my expertise in emergency response and my healthcare administration education to transition into a healthcare-related role, bringing empathy, quick thinking, and a commitment to public service.

WORK EXPERIENCE

Commonwealth Senior Living | Intern/Concierge | 2024-present

- Healthcare Operations Support
 - Assisted various departments with administrative tasks, including file auditing and front desk management, which enhanced my understanding of healthcare administration processes.
- Compliance & File Management
 - Aided in updating business files to ensure compliance with healthcare standards, showcasing attention to detail and knowledge of regulatory requirements.
- Concierge & Patient Interaction
 - Transitioned to an as-needed concierge role post-internship, providing front desk support to assist residents and their families and ensuring a positive experience with the facility.

Eastern Shore Virginia 911 | 911 Communications Officer | 2019-present

- Crisis Management & Coordination
 - Receive, assess, and prioritize emergency calls, ensuring prompt and appropriate responses by coordinating with fire, police, and medical services.
- Documentation & Record Keeping
 - Maintain accurate records of emergency calls, dispatch logs, and incident reports, highlighting attention to detail and proficiency in managing sensitive information.
- Training & Development
 - I serve as a certified training officer, mentoring new dispatchers on emergency protocols and effective communication and demonstrating leadership and instructional skills.
- Communication & Customer Service
 - Provide clear and compassionate guidance to callers in distress, ensuring they receive essential pre-arrival instructions. Excellent communication and interpersonal skills honed through daily interactions with the public and emergency personnel.

Royal Farms | Customer Service Associate | 2018-2018

- Transaction Processing & Customer Engagement: Managed customer transactions, operated the cash register, and handled payment methods, ensuring accuracy and a positive customer experience.
 - Problem-Solving & Communication: Addressed customer inquiries and resolved transaction-related issues, developing patience and effective communication skills that apply well in healthcare settings.
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EDUCATION

Old Dominion University

Bachelor of Science in Health Service Administration, Minor in Management

- Expected Graduation Date: December 2024
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ADDITIONAL INFORMATION

- Emergency Dispatch Protocols: Certified in EMD, PST, FSC, with extensive experience in Computer-Aided Dispatch.
- Software Proficiency: Skilled in Microsoft Office Suite (Word, Excel, PowerPoint) and data entry systems.
- Crisis Communication & Multitasking: Expertise in handling high-pressure situations calmly, providing clear instructions, and managing multiple tasks simultaneously.
- File Auditing & Compliance: Experienced in auditing and managing sensitive information following healthcare and emergency service standards.
- Security Clearance: Holds a security clearance to access sensitive information in emergency service operations.

OTHER CERTIFICATIONS

- CPR and First Aid Certified | 2019-Present
- Dementia Training | 2024
- Crisis Intervention Team (CIT) Training | 2024

AWARDS

- Telecommunicator of the Year | 2022
- Dean's List | Fall 2023, Spring 2024, Summer 2024