

ROSE M. RICHARDS

rose@rrichards.info

Lake County, IL

(847) 497-0606

PROFILE

Professional with 20 years of experience in 911 emergency response services

Trainer of 15 years, focused on the best practices of learning and development

Skillful communicator with excellent interpersonal, written, and presentation skills

Critical thinker capable of multitasking and quick decisions in high stress situations

Detail oriented analyst, problem solver, team player, and project planner

Committed employee with a disciplined work ethic and a desire to enhance skills through continued education and training

EDUCATION

Bachelor of Arts - Psychology

2011 Columbia College of Missouri
Magna Cum Laude

Associate in Arts - Business

2007 University of Phoenix

EMERGENCY TELECOMMUNICATIONS

Lake County Sheriff's Office, Illinois

Assignments and Duties:

Police Dispatcher & 911 operator (2004 - present)

- Answer and process 911 and administrative calls, obtaining critical details for emergency response.
- Dispatch police, and coordinate fire, rescue, and other public services while ensuring officer safety.
- Operate multiple CAD (computer aided dispatch) systems and applications, enter and manage LEADS/NCIC records, and coordinate statewide alerts.
- Provide emergency instructions and resource referrals to the public.
- Maintain communication between emergency responders and agencies via phone, radio, CAD, fax, email, and teletype.

Certified Communications Training Officer (2014 - present)

- Provide classroom and on the job training, evaluate new telecommunicators against agency performance standards.
- Teach call handling, dispatch procedures, situational awareness, crisis management and all applicable technologies.

- Develop customized training materials, including quizzes, roll play scenarios, and mapping exercises.
- Conduct policy and liability training, emphasizing officer/community safety and resource coordination.
- Participate in candidate interview and selection.

Training Coordinator (2023 - present)

- Developed and launched an in-house Telecommunicator Academy and training center.
- Lead my team to implement new onboarding, training, and mentorship programs.
- Designed lesson plans, manuals, assessments, and visual aids for training initiatives.
- Manage a variety of additional projects; improved training documentation by moving to a software platform, initiated a comprehensive skills assessment to enhance candidate selection, and currently implementing a quality assurance program.
- Oversee training documentation, performance improvement plans, training needs, and program evaluations.

Training and certifications:

Advanced Law Enforcement Dispatch

Emergency Medical Dispatch IAED

ILEAS & NIPAS for Telecommunicators

Domestic Violence Victim Advocate (ICADV)

FEMA's ICS/NIMS 100, 200, 230, 700 & 800

APCO Communications Center Supervisor

Civilian CPR /First Aid /AED /Bloodborne Pathogens

LEADS / NCIC full-access certified

Emergency Fire Dispatch IAED

Communications Training Officer

Crisis Intervention Team

CIT Concepts for 911 / Dispatch

APCO Certified Trainer PST & CTO

Peer Support For Public Safety

REFERENCES

Professional - Lake County Sheriff's Office

Deputy Chief of Patrol

Gianni Giamberduca

ggiamberduca@lakecountyil.gov

(847) 377-7030

911 Assistant Supervisor

Nora Rubel

nkr1136@gmail.com

(847) 456-8414

911 Assistant Supervisor

Charisce Nickles

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(847) 275-9805

Telecommunicator

Melinda Mitchell

queentoadee@gmail.com

(847) 490-7444

Personal

Pastor Gary Ricci

gary@newhoperoundlake.com

(847) 910-1567

Maria Salvador

msalv0880@hotmail.com

(847) 767-0109