

# Jesse Briggs

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## SUMMARY

Dynamic public safety & and healthcare professional with over 15 years of experience in managing complex operations and ensuring seamless communication in high-pressure environments. Proven track record in coordinating emergency department activities, dispatch operations, and special event command centers. Skilled in resource management, rapid problem-solving, process improvement, and utilizing Microsoft Office Suite to enhance operational efficiency. Seeking opportunity to leverage expertise in optimizing workflows and improving service delivery.

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## WORK EXPERIENCE

Aurora Sinai Medical Center  
*Emergency Department Unit Coordinator* Milwaukee, WI  
Oct 2023 - Present

- Coordinate daily operations and manage patient flow in the Emergency Department, optimizing triage-based room assignments and patient movement.
- Manage radio communications with inbound ambulances, ensuring timely and efficient patient admissions.
- Collaborate with healthcare providers to facilitate prompt access to necessary resources.
- Monitor departmental operations, addressing potential issues proactively and adapting to changing conditions and emergencies.

Office of Emergency Management  
*911 Dispatcher* Milwaukee, WI  
Feb 2022 - Oct 2023

- Managed resource allocation and assignments to enhance the effectiveness of emergency responses.
- Assessed and routed incoming 911 calls efficiently, ensuring timely dispatch of appropriate resources.
- Provided real-time information and support to ensure the safety of patrol squads and citizens.
- Utilized strong geographical knowledge to anticipate and address the needs of emergency response teams.

Special Events Management Group  
*Command Center Leader & Assistant Staffing Coordinator* Chicago, IL  
Mar 2021 - Nov 2021

- Managed the setup and operational success of event command centers at large-scale festivals, ensuring seamless execution.
- Coordinated crew deployment and shift schedules with detailed knowledge of event layouts, emergency protocols, and technical schematics.
- Oversaw vendor and supply chain management, facilitating effective communication among artists and technical teams.

MedEx Ambulance  
*Ambulance Dispatcher* Chicago, IL  
Aug 2019 - Aug 2020

- Coordinated emergency and non-emergency ambulance dispatch services across 26 hospitals within the Chicago Region 11 EMS system, ensuring timely and efficient patient transport.

- Assessed and routed incoming EMS calls efficiently, ensuring timely dispatch of appropriate resources and service levels.
- Conducted pre-billing tasks and performed insurance lookup and verification to support accurate and prompt billing processes.

2Bears Tavern Group Chicago, IL  
*Floor Operations & Security Manager* Apr 2016 - Sep 2019

- Developed and implemented comprehensive Standard Operating Procedure manuals for multiple bar and club locations, enhancing operational consistency and efficiency.
- Established role definitions and proactive policy models to prevent and mitigate potential issues, incorporating elements such as basic medical training and safety operations.
- Participated in floor operations, including special event management, occupancy oversight, and crew deployment, to ensure seamless daily and event-specific operations.

EDUCATION	Salt Lake Community College General Education Degree, General Education	Salt Lake City, UT 2000
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CERTIFICATIONS	Advanced Emergency Medical Dispatcher	Jan 2023
	APCO Public Safety Telecommunicator 1	Apr 2022
	CPR & AED for Healthcare Provider	Mar 2022
	FEMA 100, 200, 700, & 706	Mar 2022
	EMS Instructor (Expired)	Feb 2011
	EMT Intermediate (Expired)	Nov 2010

SKILLS

Microsoft Office 365 • Word • Excel • PowerPoint • Access • Outlook • Teams  
 • SharePoint • Advanced Computer Skills • Networking • Internet Skills •  
 Keyboarding at 94 WPM • 10-Key by Touch • Attention to Detail • Problem  
 Solving • Organizational Skills • Microsoft Office Proficiency • Multitasking •  
 Team Collaboration • Time Management • Dispatch • NCIC • EMD