

Rhonda Harper

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Education

American Public University, Charlestown, WV
Masters of Arts, Emergency and Disaster Management
Graduate, May 2012

University of Arkansas, Fort Smith, Fort Smith, AR
Bachelor of Science, Organizational Leadership
Graduated, August 2010

Professional Experience

January 2013 – present

Jacksonville State University, Jacksonville, AL
Adjunct Instructor ~ Online Class Instruction for 911 Emergency Services with Blackboard experience

September 2009 – present

APCO Institute, Daytona Beach, FL
Adjunct Instructor ~ Live and Online Class Instruction for 911 Emergency Services with Moodle experience

April 2003 – present

Fort Smith Police Department, Fort Smith, AR
Administrative Support Technician, April 2011 – present;
CALEA Communication Accred Mgr., March 2010 – present;
911 Education Coordinator, January 2009 – March 2010;
APCO Certified Agency Instructor, September 2008 – present;
Lead Telecommunicator, August 2007 – April 2011;
Certified Training Operator, August 2005 – April 2011;
Telecommunicator, April 2003 – August 2005;

June 2002 – February 2003

Salem Police Department, Salem, OR
Call Taker ~ Police / Fire / EMS

Expertise

- ~ APCO Instructor for:
 - Active Shooter Incidents for Public Safety Communications
 - Communications Center Supervisor 4th Edition
 - Crisis Negotiations for Telecommunicators
 - Customer Service in Today's Public Safety Communications
 - Communications Training Officer 5th Edition
 - Disaster Operations and the Communications Center
 - Fire Service Communications 1st Edition
 - Public Safety Telecommunicator 1 6th Edition
 - Surviving Stress
- ~ Registered Public Safety Leader Graduate
- ~ APCO International, Adjunct Instructor
- ~ Public Speaker, National Conference

References

Available upon request

Executive Summary

I have extensive experience in public speaking, organizational skills, multi-tasking abilities, and excellent documentation skills. I am passionate about teaching and providing those services to the students of Emergency Services. I have a proven record of improving efficiency, organization and documentation. I have great interpersonal and presentation skills with a motivational and positive attitude. I am analytical, articulate, diligent and dedicated.