

## **MICAH V. PETIT**

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### Summary

Life-long learner with a strong background in emergency and non-emergency dispatch, sales and management, accounting and bookkeeping, sales and marketing, payroll, and customer service/relationship management seeking a position with a company that will allow me to bring the benefit of my skills and acumen, as well gain knowledge and experience, and achieve advancement within the company over the long-term. Public transportation accessible in or near Chicago preferred.

Highly driven, energetic individual with the ability to work well independently as well as with a team. Communicates very effectively, highly detail-oriented while never losing sight of the big picture. Possesses solid telephone, research and organizational skills, and a proven record of successful leaderships. Professional references available upon request.

### Certifications

*Illinois Emergency Medical Dispatcher (EMD) Certified, 2008*

*Advanced Emergency Medical Dispatcher (EMD) Certified, 2011*

- *Class held at International Academy of Emergency Dispatch*
- *Graduated in top 2% of the Advanced EMD class*

*Automated External Defibrillator (AED) Certified, 2007, 2013*

*Cardiopulmonary resuscitation (CPR) Certified, 2007, 2013*

### Relevant Experience

#### **Emergency Medical Dispatcher/Call Taker**

**September 2008-February 2014**

Medical Express (MedEx) Ambulance, Skokie, Illinois

- First responder for large private ambulance service, health and transportation calls (non-911).
- Answered high volumes of calls for immediate trauma transports, in-home care and nursing facilities daily.
- Functioned well in high-stress, fast-paced environment that required intensive multitasking and prioritization skills.
- Recognized by Owner/Founder for excellent work and completion of dispatch procedures in contracted timeframes, helping the company retain critical client contracts, save financially, and further a strong and reliable reputation.
- Took on duties above and beyond normal job requirements on more than one occasion.
  - Volunteered to take over for medical car dispatcher frequently, taking additional triage/dispatch calls.
  - Filled in for lead ambulance dispatcher when needed.
- Strategically used sector management skills to delegate dispatching for greater regional Chicago metropolitan and northwest Indiana areas to ensure contracted response times were met according to priority and feasibility.
- Received positive feedback for going above and beyond the call of duty from individuals at organizations such as the University of Chicago Hospitals, University of Illinois at Chicago Hospitals, Kindred Healthcare, Illinois Masonic Medical Center, Swedish Covenant Hospital and Lurie Children's Hospital.
  - This complimentary feedback was due to my reputation for resolving difficult complaints and issues quickly, providing excellent customer service including follow-through, being available and approachable, and maintaining transparency while demonstrating a highly professional attitude at all times.
- Made suggestions for improvement and change, some of which were adopted and are still in use.
  - Helped revise call intake process to minimize length of call, expediting dispatch and patient care time.
- Worked shift lengths up to 17 hours, taking between 70 and 100 emergency and non-emergency calls per shift.
  - Handled multiple calls simultaneously, quickly assessing patient needs and required response levels.
- Delivered critical pre-arrival instructions for serious emergencies such as strokes and births.
  - Took triage information, provided the instructions to patient nurses and drivers in a calming manner.
  - Qualified to provide this information by my advanced emergency medical dispatcher certification.
- Trusted to work with minimal or no supervisor guidance often, monitoring and coordinating dispatch activity alone.
- Continued work during frequent power outages.
  - Coordinated with team-members to quickly reassess and initiate power loss procedures.
  - Maintained efficiency via primary and secondary backup systems including paper logs.
- Participated in company social events regularly to boost team strength and camaraderie.

## **911 Call Taker/Emergency Medical Dispatcher**

**September 2007-September 2008**

Bud's Ambulance, Dolton, Illinois

- First responder for mid-sized private emergency response company, handling trauma and non-emergency calls.
  - Excelled in small dispatch team directing 15 ambulances serving over 40 communities and businesses
  - Used sector management skills to delegate dispatch and coordinate mutual aid with other services.
  - Worked up to 12- and 24-hour shifts; frequently worked 80 hours per week.
  - Responded to 75-125 calls for 12-hour shifts and 150-200 calls for 24-hour shifts, worked mostly nights
  - Gave pre-arrival instructions for serious emergencies such as fires, rapes, strokes and stabbings.
  - Handled multiple calls at once, quickly assessing patient needs and required response levels.
- Aided municipal authorities and local, state and federal law enforcement in mass casualty/extraordinary situations.
  - Offered assistance during rape, shooting and hostage situation at a jewelry shop involving a domestic/pregnancy dispute caused by a criminal which ended in his shooting death by sniper fire.
    - Handled multiple instructions from all enforcement groups, assisted with first responder injuries.
  - Remained at work during an incident when tornados swept through the area, causing calls to increase dramatically; finished shift calmly as funnel clouds touched down within blocks of the dispatch center.
  - Gave pre-arrival instructions to a woman going into unexpected active labor at a 7-11 store.
- Recognized by owner and superiors for exceeding excellent customer service expectations and consistently being able to follow proper dispatch protocols to ensure contracted response time requirements of under six minutes met.
- Trusted to coordinate dispatch activity without supervisor guidance at night and during shift changes.
- Often responsible for making final decisions following team discussions regarding method of care and transport.
  - Used triage information, dispatch strategy, knowledge of driver capabilities and ambulance type to decide.
- Filled in for call taker/night dispatcher frequently.
- Assisted in practice and examinations for required certification courses for emergency medical technicians.
- Mutually educated and engaged in information sharing with first responders regarding medical, other procedures.

## **Dispatcher**

**August 2000-March 2002**

Irish Plumber, Villa Park, Illinois

- Dispatched plumbing crews for 24-hour plumbing contractor company serving the greater Chicago area.
- Took trip/incident information, provided estimated time-of-arrivals, handled payments and customer disputes.
- Progressed from customer service representative to dispatcher in under three months.
- Organized dispatching according to priority and location, and handled shift change procedures.

## Additional Experience

### **Shift Supervisor**

**September 2006-September 2007**

Au Bon Pain, Chicago, Illinois

- Oversaw daily operations of two Chicago loop-area fast/casual bakery/cafe restaurant locations.
- Progressed to shift supervisor within two months of hire date, helped extensively to open new store.
- Gained training certifications in baking, barista, sandwich/salad bar, dining room and side/prep work areas.
  - Recognized as a key employee in boosting net profits 15% over expectations.
- Helped open new store location on Madison Street.
  - Assisted in all facets of opening including setup, training, downsizing, hiring staff, and crew evaluations.
  - Recognized by district and regional manager for contributing to efficiency and service improvements.
- Independently and as team leader completed daily, weekly and monthly comprehensive store inventories.
- Completed interactive behavioral techniques training course.
- Measured and analyzed individual shift profit-and-loss ratios at closing and informed upper management of results.
- Maintained lock safe and cash balancing registers and made bank deposits.
- Performed payroll and ordering functions, maintained efficient workflow across departments.
- Ensured quality control and customer service expectations were met and exceeded.
- Devised and implemented changes such as improved ordering methods and store redesigns to optimize efficiency.

**Senior Assistant Manager****September 2004-September 2006**

Picture People, Champaign &amp; Orland Park, Illinois

- Oversaw daily operations for professional photography and portrait studio (two locations).
- Progressed from photographer to assistant manager in a year, then to senior assistant manager in six months.
- Expanded customer base through local marketing initiatives, working with mall owners and businesses.
- Ensured sales and customer service goals for company were consistently met and exceeded.
- Resolved customer complaints and requests quickly and professionally.
- Oversaw cash registers, made deposits and transfers, all required paperwork and daily logs.
- Responsible for recruitment, scheduling, training of core and seasonal staff, and conducting performance reviews.

**Office & Property Manager****February 2003-October 2003**

Simonson Management L.L.C., Greater Chicago area, Illinois

- Managed five independently operated rental properties for startup property management company.
- Ran entire company as right-hand man to owner/founder, responsible for nearly all day-to-day activities.
- Scouted for and successfully produced at least one new property for investment purposes.
- From "ground-up," organized company overhead and physical office space to drive business to new company.
- Managed main office, collected rents and resolved tenant issues, pre-screened apartment applicants.
- Set up employee benefits program, dealt with hiring and firing as needed with minimal supervision from owner.
- Developed quarterly profit-and-loss statements for the company at large as well as for individual properties.
- Ensured full compliance with municipal building and tenant/landlord codes was maintained at all times.
- Leveraged mortgages and liabilities to protect the individual properties and the parent company.

**Customer Service Representative/Visual Coordinator****March 2002-February 2003**

Kiva Spa &amp; Salon, Water Tower Place, Chicago, Illinois

- Professionally maintained guest satisfaction, comfort, and boosted sales at high-class downtown salon and spa.
- Rated #1 salon and spa in the midwest at the time by a national publication.
- Greeted guests, checked them in and out, assisted with product selection, handled sales transactions.
- Created new position of visual coordinator.
  - Architected and set up new product layout, reorganized store to increase curb appeal.
- Personally catered to celebrity clients such as Neve Campbell and Christina Applegate.

**Software**

Microsoft Office Suite for PC &amp; MAC platforms, Quicken, QuickBooks, RightCad, Adobe Photo Suite, proprietary systems.

**Typing**

Type 70 words per minute.

**Education**

Thornton Fractional South High School, Lansing, Illinois.

Diploma: June 2000.