

William Wood



EMPLOYMENT EXPERIENCE

August 2016 – present

Belmont Police Department

Belmont, MA

Public Safety Dispatcher

- Answering calls for service via the 911 PSAP and business telephone lines.
- Dispatching appropriate police, fire, and EMS units based on predetermined response protocols.
- Ensuring responding units have all pertinent information about the incident; most importantly, information about dangers and hazards.
- Documenting incidents with CAD notes as they develop.
- Gathering information from the CJIS system at the request of the police officers.
- Interaction with other agencies (DPW, light dept., tow companies, private EMS services) to get all needed resources to the scene.
- Professional interaction with colleagues and other agencies.
- Professional interaction with citizens to maintain the public trust of the police and fire departments.

May 2014 - present

Cataldo Ambulance Service

Somerville, MA

EMT-B

- Patient care in emergent and non-emergent environments, and in compliance with Statewide Treatment Protocols.
- Management of challenging, high acuity calls. During busy periods when resources are stretched thin, some calls would be handled at the BLS level only, regardless of acuity.
- Building and maintaining a strong working knowledge of service area, including 911 municipalities and contracted facilities.
- Safe operation of the ambulance.
- Inventory and materials management within assigned vehicle.
- Building and maintaining a positive working relationship with patients, clients, municipalities, and contracted facilities.
- Building and maintaining a positive working relationship between ALS, BLS, and supervisory personnel.
- Detail coverage at TD Garden and Fenway Park events.

October 2015 – August 2016

Cataldo Ambulance Service

Somerville, MA

EMD/Dispatcher

- Managing of resources to ensure adequate coverage of the entire service area.
- Dispatching ambulances to emergent and non-emergent calls, as well as dispatching the appropriate level of care.
- Answering transferred 911 callers via the PSAP for pre-arrival instructions.
- Taking calls for service from contracted facilities and municipalities.
- Maintaining on time performance throughout the shift.

August 2013 – May 2014
LifeLine Ambulance Service
Woburn, MA

EMT-B

- Patient care in emergent and non-emergent environments, and in compliance with Statewide Treatment Protocols.
- Building and maintaining a strong working knowledge of service area and contracted facilities.
- Safe operation of the ambulance.
- Inventory and materials management within assigned vehicle.
- Building and maintaining a positive working relationship with patients, clients, and contracted facilities.
- Building and maintaining a positive working relationship between ALS, BLS, and supervisory personnel.

September 2012 – May 2014
Fitchburg State University Police Department
Fitchburg, MA

Student Security Team

- Foot patrols of campus buildings and property.
- Safety escorts for University students, staff, and visitors.
- Crowd control during mass assemblies (scheduled events, dormitory fire alarms).
- Final nightly security checks of campus buildings.

May 2012 – August 2013
T&T Gas
Wakefield, Ma

Gas Station Attendant

- Attending to customers at full service island.
- Management of cash during assigned shift.

August 2010 – August 2011
Local Filling Station
Wakefield, MA

Gas Station Attendant

- Attending to customers at full service island.
- Management of cash during assigned shift.

September 2009 – March 2010
Brother's Deli
Wakefield, MA

Customer Service

- Service of customers at the tail end of the cafeteria line (drinks and other meal accompaniments)
- Closing duties consisting of restock and cleanup.

July 2007 – August 2011

Cravings, Etc.

Wakefield, MA

Customer Service / Business Key Holder (Ice Cream Shop)

- Service of customers on the ice cream line.
- Management of cash during assigned shift.
- Ensuring cleanliness of the premises.
- Ensuring security of the building at the close of business.

EDUCATIONAL EXPERIENCE

Sep. 2011 - Dec. 2014

Fitchburg State University

Fitchburg, MA

Liberal Arts Studies

- Dean's List, Spring 2013

Jun. 2012 - Sep. 2012

Bunker Hill Community College

Boston, MA

EMT-B

Sep. 2007 - May 2011

Northeast Metro Regional Vocational High School

Wakefield, MA

Electrical Vocational/General High School Education

- National Technical Honor Society, Junior Year

VOLUNTEER EXPERIENCE

Sep. 2011 - Dec. 2014

Fitchburg State University EMS

Fitchburg, MA

EMT-B

- Emergency medical care for students, staff, and visitors of the university.

- Detail coverage at campus events.

Apr. 2013 – Apr. 2015

Boston Athletic Association

Boston, MA

EMT-B, Finish Area Medical Sweep Team, Boston Marathon

- Emergency medical care for runners and spectators.