

Preston R. Main
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OBJECTIVE

- To achieve a promotion to Communications Center Manager for Hanover County Public Safety Emergency Communications Department.

SUMMARY OF QUALIFICATIONS

- Public Safety professional with experience in emergency & critical incident management, training, and emergency communications center operations.
- Knowledge of leadership techniques, principles, and procedures to assign work, schedule, supervise, train, and evaluate the work of assigned staff.
- Knowledge of a 24-hour emergency communication center including familiarity with public safety functions & concerns and of the public communication's environment.
- Knowledge of Quality Assurance processes.
- Knowledge of CALEA Accreditation processes.

EDUCATION

Southern New Hampshire University	06/21 - Present
Virginia Commonwealth University	08/04 – 05/06
Advanced Diploma, Patrick Henry High School	09/00 – 06/04

EXPERIENCE

Sr. Supervisor – Quality Assurance Hanover County Emergency Communications	01/22 – Present
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- Coordinate and manage department quality assurance program.
- Maintain all quality assurance records and statistics.
- Complete call reviews for compliance with IAED Standards to ensure continuous re-accreditation in IAED Fire, Medical, and Police disciplines.
- Oversees and participants in monthly VCIN validation process and bi-annual VCIN Audit.

Reviewer Priority Dispatch Corp.	04/21 – Present
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- Review calls for service remotely for various agencies across the United States for compliance with IAED Standards.

Sr. Supervisor - Operations	07/17 – Present
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Hanover County Emergency Communications

- Sr. Supervisor for team of 8 cross-trained emergency communications officers and 1 supervisor.

Supervisor

06/16 – 07/17

Hanover County Emergency Communications

- Shift Supervisor for team of 8 cross-trained emergency communications officers.

Communications Officer

10/06 – 06/16

Hanover County Emergency Communications

- Served as an emergency communications officer processing 9-1-1 police, fire and medical calls for service and dispatched emergency calls for service from the public via Computer Aided Dispatch System.

PROFESSIONAL TRAINING

- Hanover County Management Certificate, 10/15
- Virginia Department of Criminal Justice Services General Instructor, 04/12
- Virginia Department of Fire Programs Fire Services Training Instructor, 12/11
- Association of Public Safety Communications Officials (APCO) Training Officer, 11/11
- APCO Communications Center Supervisor, 06/16
- APCO Disaster Operations and the Communications Center, 10/17
- Virginia Department of Criminal Justice Services Active Shooter Train-the-Trainer, 08/16
- International Academy of Emergency Dispatch-Q (EMD-Q, EPD-Q, and EFD-Q) 01/18
- International Academy of Emergency Dispatch Certification
 - Emergency Medical Dispatcher: 12/01/2006
 - Emergency Fire Dispatcher: 10/16/2008
 - Emergency Police Dispatcher: 02/03/2011

PROFESSIONAL AFFILIATIONS

- Association of Public Safety Emergency Communications Officials (APCO)
 - Virginia Chapter Legislative Committee
 - Virginia Chapter Conference Committee
 - Virginia Chapter Policy and Bylaws Committee (Chairman)
- National Emergency Number Association (NENA)
 - 3D GIS Workgroup
- National Society of Leadership and Success