

Contact

shelby.wheaton@yahoo.com

www.linkedin.com/in/shelby-wheaton-441345b9 (LinkedIn)

Top Skills

Emergency Services
Computer Aided Dispatch
Emergency Communications

Languages

English

Certifications

Introduction to Incident Command System
Public Safety Telecommunicator I
911 QA Training

Honors-Awards

Presidents List
Presidents List
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Shelby Wheaton

Dispatcher

Colville, Washington, United States

Summary

Hello, my name is Shelby Wheaton, I am currently employed at the Stevens County Sheriff's office as a 911 Dispatcher. My education is an AAS Business Technology Administrative Assistant and I am currently in the process of completing my Bachelors in Criminal Justice. If you have any questions in regards to my experience, credentials and job skills please email Shelby.wheaton@yahoo.com.

Experience

Stevens county sheriffs office

3 years 2 months

Communications Officer

July 2022 - Present (2 years 6 months)

Emergency Dispatcher

November 2021 - Present (3 years 2 months)

Colville, Washington, United States

Answering 911 and non emergency lines, gathering information from callers in times of emergency, dispatching appropriate resources to emergency calls. Creating calls for service using computer aided dispatch. Communicating with police, fire, and emergency medical services via radio communication. Entering, updating, validating and removing warrants, protection orders, missing persons, stolen vehicles, and various other articles. Communicating with other dispatchers. Running criminal histories and all vehicles registered.

Spokane Regional Emergency Communications

Communications Officer

October 2019 - October 2021 (2 years 1 month)

Spokane, Washington, United States

Answering 911 and Crime Check phone calls. Collecting the appropriate information to relay an emergency to dispatch for correct law enforcement, medical or fire response. De-escalating callers to better understand their emergency. Writing police reports.

Ferry County Sheriffs Office
Public Education Coordinator
July 2018 - September 2019 (1 year 3 months)
Republic, Washington

Presenting information at local events, educating the public about proper 911 usage, creating educational tools to be shared with the public, assisting local law enforcement agency's with mock scenarios.

Ferry County Sheriff's Office
Communications Officer
September 2017 - September 2019 (2 years 1 month)
Republic, WA

Answering and dispatching 911 emergency calls. Taking calls via administrative lines. Dispatching proper help to individuals during emergency situations. Communicating with Law Enforcement, Fire Departments, and Ems Crews via radio transmission. Creating Computer Aided Dispatch calls to document information. Creating various Excel documents to be used by Law Enforcement and Dispatch. Entering and filing: Court papers, Warrants, and Protection Orders. Assisting Corrections as needed with female arrestee pat downs, strip searches and drug tests.

Washington Federal
Customer Service Representative/ATM specialist
September 2016 - September 2017 (1 year 1 month)
Republic, Washington

Assisting clients and customers, opening accounts, handling large amounts of cash, answering phones, balancing a cash drawer, creating cashiers checks, handling deposits and withdrawals, ordering account supplies, decorating for bank events. Maintaining, loading, and servicing ATM.

Anderson's Grocery
Grocery Clerk
June 2014 - September 2016 (2 years 4 months)

Cashiering, stocking and preparing produce, stocking shelves, cleaning, putting away freight.

Yakima Valley Community College
Work Study Student: Student Residence Center
September 2014 - December 2015 (1 year 4 months)

Sorting student mail, giving facility tours, checking in and checking out residence, creating flyers, creating PowerPoint presentations, creating brochures, designing a excel database, filing student info, answering phone calls.

Kinross Gold Corporation

Accounting Intern

June 2013 - September 2013 (4 months)

Republic, Washington

Conducted internal audit, filed, organized, called other companies, created spread sheets.

Education

Southern New Hampshire University

Bachelors, Criminal Justice Crime Analysis · (October 2023 - October 2025)

Yakima Valley Community College

Associate of Arts and Sciences (AAS), Administrative Assistant and Secretarial Science, General · (2013 - 2015)

Spokane Falls Community College

General Studies · (2012 - 2013)

FEMA Emergency Management Institute

Crisis/Emergency/Disaster Management · (2019)