



ALICIA BERGSTROM

Dispatcher

Dispatch supervisor with 14 years across public safety and fleet operations. Run a 24/7 desk of 11 dispatchers, handle staffing and QA, and own the metrics the ops director walks into the Monday meeting with.

CONTACT INFORMATION

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EDUCATION

Associate of Science, Emergency Medical Services, Bakersfield College, 2011

Public safety communications training officer coursework, 2018

Emergency medical dispatch coursework, current

Emergency fire dispatch coursework, current

Communications center supervisor program, 2020

KEY SKILLS

- CAD systems (ProQA, Zoll Dispatch, Tyler New World)
- Medical and fire dispatch protocol compliance and QA review
- Shift scheduling and overtime budget management
- Radio communications and multi-agency coordination

PROFESSIONAL EXPERIENCE

DISPATCH SUPERVISOR | CENTRAL VALLEY AMBULANCE SERVICES, BAKERSFIELD, CA

2019 – PRESENT

- Supervise 11 medical-trained dispatchers across three shifts covering 911 and non-emergency transport for a two-county service area.
- Cut average call-to-dispatch time from 74 seconds to 58 seconds by rewriting the intake script and reworking the CAD status codes.
- Own the QA program: review 40 recorded calls per week against medical dispatch protocol and coach dispatchers on documentation gaps.
- Manage the schedule, PTO, and overtime budget for the desk; brought overtime spend down about 22% year over year.
- Serve as the on-call supervisor for mass-casualty and mutual-aid activations.

LEAD DISPATCHER | CENTRAL VALLEY AMBULANCE SERVICES, BAKERSFIELD, CA

2016 – 2019

- Ran the day shift board and served as the training lead for new-hire dispatchers.
- Wrote the current medical dispatch refresher curriculum, still used for annual recert.
- Handled scheduling for the desk when the supervisor was out.
- Coordinated directly with fire and law enforcement dispatch on shared incidents.

911 DISPATCHER | KERN COUNTY COMMUNICATIONS CENTER, BAKERSFIELD, CA

2013 – 2016

- Answered 911 and non-emergency lines for a mixed rural and urban district.
- Dispatched fire, medical, and law enforcement using a shared CAD system.
- Completed medical, fire, and telecommunicator training through the center's program.
- Handled an average of 110 calls per 12-hour shift.

- Mass-casualty and mutual-aid incident management
- Call intake scripting and workflow optimization
- Dispatcher training, coaching, and recertification
- KPI reporting (call-to-dispatch, response time, QA scores)
- Staff hiring, performance reviews, and corrective action
- Patient privacy and criminal justice information compliance
- Incident management coursework, levels 100 through 800
- Crisis de-escalation and high-stress call handling

FLEET DISPATCHER | SIERRA WASTE SERVICES, FRESNO, CA
2011 – 2013

- Routed 28 commercial and residential collection trucks daily.
- Handled customer calls on missed pickups and coordinated same-day recovery routes.
- Learned the operations side that later helped me manage ambulance fleet logistics.