



## EMMA HYSLOP

Traffic Management Communicator with Ministry of Transportation Ontario

[in](#) hyslopem



### PERSONAL STATEMENT

I am an emergency communications professional with experience in call processing, emergency management, radio dispatch, and conflict management. I have training in crisis management, suicide intervention, first aid and CPR.

My extensive customer service background allows me to integrate with any team to provide excellent customer care. My experience as a shift supervisor has prepared me to handle more complex customer care situations, requiring the ability to think quickly under pressure.

My career goal is to work with a communications centre for an emergency service agency. I am looking for work primarily within the GTA and Southern Ontario, however I am open to opportunities in other areas of Canada as well.



## EDUCATION

**Ontario College Certificate in 911  
and Emergency Services Communications**  
[Seneca College Class of 2015](#)

2014-2015

Graduated from Emergency Service Communications program. Studied EMS, Fire, and Police communications procedures. Trained with phone, radio, and TTY practice consoles. Completed Fire and EMS training scenarios using Ministry of Health and APCO Guidecards. Completed cross-program training scenario with police foundations, nursing, and 911 students.



## CERTIFICATIONS

**Advanced Emergency Medical Dispatcher**  
[International Academies of Emergency Dispatch](#)

2019

**Standard First Aid, Healthcare Provider CPR, AED**  
[Red Cross Canada](#)

2019

**Incident Management System Level 200**  
[Emergency Management Ontario](#)

2018

**Advanced Emergency Medical Dispatcher**  
[International Academies of Emergency Dispatch](#)

2015

**Standard First Aid, CPR Level C, AED**  
[Toronto Paramedic Services](#)

2015

**Fire Services Communicator I**  
[APCO International](#)

2015

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**Incident Management System Level 100** 2015  
[Emergency Management Ontario](#)

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**Applied Suicide Intervention Skills Training** 2015  
[LivingWorks International](#)

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**Public Safety Telecommunicator** 2014  
[APCO International](#)

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## WORK EXPERIENCE

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**COMPASS Traffic Management System Operator** July 2016 - Present  
[Ministry of Transportation Ontario](#)

Receive calls from police agencies, fire services, MTO patrols, and public callers. Determine most appropriate response for incident quickly using standard procedures and personal judgement. Use traffic cameras and knowledge of 400 series highways to ensure accurate location is distributed to responding agencies. Work closely with OPP and Toronto Fire to ensure rapid response to emergency calls.

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**Emergency Dispatcher** Summer 2017  
[Canada's Wonderland](#)

Operated multiple phone lines, assigning calls according to call type, location, and priority. Dispatched calls to in-park security, medical, and fire safety units using simplex radio, monitoring scene safety at regular intervals. Used incident management CAD software to ensure all calls were correctly categorized and fully logged. Notified Georgian CACC immediately for high priority medical calls including chest pain, loss of consciousness, among others as medical units required. Coordinated responses with York Regional Police, and Vaughan Fire for incidents requiring police or fire assistance.

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**Shift Supervisor, Secretary JHSC**

September 2015 - June 2017

[Quantum Coffee](#)

Leader of quick, friendly, and effective customer service. Use leadership and communications skills to train and direct staff, and to diffuse conflicts with customers and co-workers. Co-develop standard operating procedures over Quantum's first two years of business. Co-develop health and safety procedures, and fire safety and communication plan. Record minutes for Joint Health and Safety Committee Meetings.

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**Seasonal Courier & Merchandiser**

December 2013, December 2014

[Quantum Coffee](#)

Planned and executed delivery routes for large quantities of gift baskets to customers throughout the financial district. Installed computer database system for inventory tracking. Performed daily restocking, inventory maintenance, and point-of-sale duties.

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**IT/Media Services Summer Student**

Summer 2014

[University of Toronto Faculty of Dentistry](#)

Configured BIOS, network, and basic operating system settings of incoming computer fleet. Scheduled deployment of over 700 computer and printer systems, and worked with team to assemble workstations. Organized storage spaces for easy access and quick deployment.

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**Events Technician**

Summer 2012

[Canada's Wonderland](#)

Installed, maintained, and assembled theatrical equipment throughout park grounds. Operated radio equipment to facilitate communications between multiple crews. Assisted in backstage operation of performances at Kingswood Music Festival. Constructed theatrical sets and Halloween Haunt mazes.

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**QA and Documentation Summer Student**  
[Ministry of Education Ontario](#)

Summer 2010

Created product documentation from entity relationship diagrams. Worked with database programmers to create prototype documentation literature. Learned about content management systems with an emphasis on open source software, Plone and Zope.



## VOLUNTEER EXPERIENCE

**Box Office Volunteer, Support Coordinator**  
[Theatre Scarborough](#)

April 2011 - Present

Work in a call centre managing ticket sales for multiple theatre groups, providing courteous and efficient service to many customers. Manage orders and customer information, ensuring customer privacy is maintained at every step. Provide technical support and advice to other volunteers. Worked on-call for on-site and remote support when issues arise. Troubleshoot common problems with software and devices.

**Sound Designer/Operator**  
Community Theatre Groups throughout GTA

Summer 2017

Create plans for complex musical sound designs. Work with directors, artistic staff to bring creative visions to life. Create budgets for sound equipment, ensuring the best possible sound within financial constraints. Operate digital and analogue sound mixers for musicals ranging from classical Broadway to modern rock operas. Design detailed and immersive soundscapes. Use signal processors to enhance or alter voices for effect and for greater clarity.



## AWARDS

### Best Sound Design of a Musical

April 2019

[Association of Community Theatres - Central Ontario](#)

Awarded for outstanding sound design of Scarborough Music Theatre's production of Next to Normal.

### Ben Gans Rising Star Award

August 2012

[Scarborough Players](#)

Awarded for exceptional contribution to Scarborough Players productions during the 2011/2012 Season.

### Best Sound Design of a Musical

April 2011

[Association of Community Theatres - Central Ontario](#)

Awarded for sound design of Scarborough Music Theatre's production of Annie. "An exceptional mix of sound and impressive first time sound design and operation." - Adjudicator, Andrew Lamb



## ADDITIONAL SKILLS

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| <ul style="list-style-type: none"><li>• Computer Aided Dispatch</li><li>• Centracom Elite Dispatch Software</li><li>• Extensive Knowledge of Ontario 400 Series Highways</li></ul> | <ul style="list-style-type: none"><li>• PHP Scripting</li><li>• Javascript</li><li>• HTML</li><li>• Google Scripting</li></ul> | <ul style="list-style-type: none"><li>• Microsoft Office</li><li>• Documentation Writing</li><li>• Conflict Resolution</li><li>• Procedure Creation</li></ul> |
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## HOBBIES & INTERESTS

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Throughout my life I have dedicated many hours to volunteering with many GTA community theatres, such as Scarborough Music Theatre, Scarborough Players, Curtain Call Players, and many more. I enjoy all aspects of theatre, from performing in the largest musicals and most intimate plays, to designing and executing larger-than-life soundscapes, to stage managing a complex show with hundreds of cues; I love it all.

In addition to theatre, my second-greatest passion is coffee. I absolutely have a weakness for new coffees -- whether trying a brand new bold Brazilian blend, savouring a delightfully bright cup of Ethiopian, or simply enjoying a classic Colombian, you can be sure I'll have consumed it.

When you've run out of musicals to sing, and you've consumed all your coffee, what else is there to do but code? I enjoy creating programs that make my everyday life easier. I have worked on several projects for previous and current workplaces, as well as simple tools to help with my own personal computing needs.