

# Denny D. Stortz

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## Education

- 2015**      **Associates of Applied Science in Computer Programming**  
*St. Charles Community College – Cottleville, MO*
- Major: Computer Programming.
  - Primary Languages: Java, SQL, Oracle.
  - Phi Theta Kappa member (International Honor Society) and placed on the Dean's List.
- 2006**      **Bachelor of Science in Geosciences**  
*Mississippi State University – Starkville, MS*
- Major: Geosciences, Concentration: Environmental Geosciences/ Broadcast Meteorology.
  - Minor: Communications.
- 2000**      **Certificate in Computer Technology and Networking**  
*Cape Girardeau Career and Technology Center – Cape Girardeau, MO*
- Completed Cisco networking academy, learned basic webpage design, basic helpdesk technique and problem solving.

## Leadership Activities and Awards

- 2020**      Assisting in forming and training the first organized statewide tactical dispatch teams for the Missouri State Highway Patrol.
- 2016**      Promoted to Assistant Chief Operator.
- 2015**      Certificate of Achievement for work at the command post during the Ferguson riots.
- 2014**      Awarded a commendation for work during an officer involved shooting.
- 2013**      Assigned a communications member of the Troop C Regional Swat Team.
- 2012**      Named to the Dean's list at St. Charles Community College.
- 2012 - present**      Member of Phi Theta Kappa, International Honor Society.
- 2010 - 2021**      Chapter Vice President and a member of the Executive board for the Missouri State Troopers Association.

# Skills

- Expert customer service skills and conflict management.
- Expert at Computer Aided Dispatch Programs.
- Experience with Java, SQL, Oracle, HTML 5, CSS, PHP, and Java Script Programming languages.
- Extensive experience in Microsoft Office Programs.
- Experience with Computer Networking.
- Experience in problem solving computer issues.

# Work Experience

**2021-Present**

## **Manager**

*Babylon Bar and Grill – Cottleville, MO*

- Responsible for supervising all employees and overall operations.
- Assisted in all jobs as needed.
- Created weekly schedules.
- Maintained inventory and ordering requirements.
- Handled customer relations and addressed any issues in a professional manner.

**2008-2021**

## **Assistant Chief Operator & Swat Operator**

*Missouri State Highway Patrol – Weldon Spring, MO*

- Responsible for supervising 21 public safety operators. Approve time records, create work schedules, adjust workloads based on current needs, monitor employee performance, assist in training and mentoring.
- Creating and maintaining internal webpages utilized by the department for information updates.
- Responsible for coordinating and dispatching 150 troopers in over 11 counties surrounding the St Louis region to emergency calls.
- Answering public emergency lines and entering critical information into programs.
- Monitoring multiple national, regional, and local information sources to maintain situational awareness.
- Utilization of over a dozen programs including computer aided dispatch and restricted databases.
- Communicating and coordinating with federal, state, and local officials on issues relating to public safety response.
- Maintaining constant communications with command officers on current mission critical situations via electronic and in person briefings.
- Exercising good customer service skills with the public and other agencies during emergency situations.
- A Member of regional SWAT team.