

Denny D. Stortz

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Work Experience

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.

2006-2008

Communications Operator

St. Francois Medical center – Cape Girardeau, MO

- Processed calls on main hospital switchboard and performed overhead paging.
- Monitored over 90 security cameras and alarms.
- Communicated with hospital administration during emergency events and initiated initial response.
- 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.

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.

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.