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Summary

I am a driven, motivated, enthusiastic, and passionate Fire and Emergency Medical Services educator. I practice my craft in my spare time, while my 9 to 5 is to support Indiana's largest single-site ambulance service.

I have sixteen years of progressive experience in the volunteer and combination fire service, starting from the ground up as a back-step firefighter, and rising through the ranks to senior firefighter, ride-out officer, line lieutenant, EMS lieutenant, and Division-level coordinator.

I was the first known fire service instructor in Indiana to create and distribute hybrid and online state certification courses for both the State of Indiana and the Indiana Fire Instructors Association. I am known as a resource and mentor for many of my students, most who have gone on to lead department Training divisions or serve as state Academy instructors.

I am told that I am a storyteller, and I quote, "you've got your process down when it comes to teaching. It was very easy to absorb information while you were lecturing, and there was a noticeable difference when you weren't in the classroom."

I love to write - in fact, I would love to write more, but my present duties at home and work don't allow for a lot of free time. My current wish is to have time to complete "300 Writing Prompts", and I have both technical and creative writing samples available.

I have private-sector management and leadership experience in the restaurant business, culminating with an assistant general manager's position at the \$1.7 million revenue benchmark.

I have been an IFSAC/Indiana certified Instructor I since 2016, and an Indiana certified Instructor II/III since 2018. I served on the staff of the state fire Academy for two years as an instructor and course coach, specifically involving adult learning and classroom management techniques.

Experience



Inventory Systems Specialist/Informatics and IT

Indianapolis Emergency Medical Services (IEMS)

Apr 2011 - Present (12 years)

As a support engineer at Indianapolis EMS, I am responsible for first-tier customer service and support for internal customers with our electronic patient care records system, our computer-aided dispatch system, and desktops throughout the enterprise. I am solely responsible for second and third-tier service for our front-end supply and equipment requisition system and our back-end inventory management system.

I built the integrated warehouse management system in 2011 and maintained 99% uptime on a system encompassing on-premise and cloud services until February 2022. The system is now at the end of its service life and is now being rebuilt. We now support over 850 unique line items in our inventory. I support the Warehouse Supervisor and his operations to keep our fleet stocked. Our warehouse holds a

30 - 90 day supply of consumable medical goods and we provide Just-In-Time inventory needs for EMS and Fire units throughout Central Indiana.

I also serve the Academic Services section as an adjunct instructor teaching AHA BLS for Healthcare Providers and the Indiana EMS Emergency Vehicle Operations Course as a Train-The-Trainer qualified instructor.

I am a member of the IN-TIME initiative, where I have been a master trainer for Indiana's version of the FHWA Traffic Safety Management program.

In addition to my regular duties as an engineer, I am one of two qualified respiratory protection SMEs. In conjunction with my colleagues, I was a key part of the agency response to Coronavirus whereby medical supplies, respiratory protection, and personal protective equipment were provided to partner agencies throughout Central Indiana.



Training Division Coordinator

Gregg Township Fire Department

Sep 2021 - Present (1 year 7 months)

As the Training Division Coordinator, I run an all-hazards training program encompassing regular monthly Fire training, recruiting, onboarding, initial psychomotor and didactic instruction in both Fire and EMS disciplines, and ongoing/refreshers psychomotor and didactic instruction in Fire disciplines. I also conduct a training needs/gap analysis for all members, from the Chief officers to the newest line recruit, on a monthly basis.



Technology Director

Indiana Fire Instructors Association

May 2018 - Present (4 years 11 months)

My position was created in May of 2018 to provide support to distributed education efforts and initiatives undertaken by the Association. I am the primary educator for the IFIA's Instructor I online training program. I also maintain the website, instructor directory, CRM system, and desktops across the organization.

With the President and the Board, I was a key part of our annual conference, teaching a technology seminar to other educators; and provided audio and video support for our Officer Development program and our Chief Officer development program.



Consultant

J.R. Cook and Associates

Jan 2015 - Present (8 years 3 months)

I started the company out of my bedroom in 2015. I noticed that a lot of departments needed help with technical advice, first with computers, then with the intricacies of running an emergency services organization, particularly when it comes to navigating the waters of the Indiana Department of Homeland Security's certification departments. My experience as a state contractor and a member of the IFIA Board of Directors has shown me that there are a lot of gaps when it comes to training recruits, especially for smaller, volunteer agencies.

I mainly deal with helping volunteer and combination fire agencies identify and meet training and education needs. I also have worked on several different electronic patient care report system implementations. I am familiar with administrative and general user experiences on Emergency Reporting and ESO scheduling. I have end-user experience with ESO EMS software and Fire software. I am also an experienced Station Check administrator.



Firefighter/EMT

Vernon Township Fire Department

Sep 2019 - Jan 2021 (1 year 5 months)

I was one of the first paid-per-run members of Vernon Township FD after the consolidation of the McCordsville and Fortville Volunteer Fire Departments that was brought into the Department from outside. I served as a backstep firefighter, fill-in Officer-In-Charge, and EMT while I was on the Department.



Instructor I and Instructor II/III Front-End Coach

Fire and Public Safety Academy Training System, Indiana Department of Homeland Security

Nov 2018 - Jul 2019 (9 months)

I was a front-end coach for Instructor I and Instructor II/III instructors for the Indiana Department of Homeland Security Fire and Public Safety Academy Training System. It was my responsibility to call each instructor and make sure that they had the curriculum and support necessary to train fire service instructors, approve their course curriculum, and serve as their support contact with the Academy.



Fire Training Contractor

Fire and Public Safety Academy Training System, Indiana Department of Homeland Security

Jun 2017 - Jul 2019 (2 years 2 months)

I designed, updated, and implemented the Instructor I hybrid delivery program for the Academy under the support of Charles Heflin, Academy Administrator, and Chief John Buckman, Indiana Fire Training Director. I used Moodle, Articulate, and PowerDirector to create an entire lecture series available to students live and on-demand via YouTube under a short-term contract.



Secretary

Brooklyn Volunteer Fire Department, Inc.

Jan 2016 - Nov 2018 (2 years 11 months)

As secretary, I was an elected officer of the corporation. I was responsible for all internal and external correspondence and documents. I took minutes of all general meetings and committee meetings to which I was made aware. I was responsible for maintaining our corporate electronic and hard-copy documents, including the minutes, standard operating procedures, and by-laws. I generated a monthly report for all municipalities that contracted with the corporation for service. I also was responsible for making sure that each emergency response and non-emergency contact was appropriately and promptly entered into the electronic records management system.



Lieutenant/EMS Branch Director

Brooklyn Volunteer Fire Department, Inc.

Jan 2016 - Nov 2018 (2 years 11 months)

In January 2016, I was appointed to a line lieutenant position with responsibilities in the Suppression and EMS branch, specifically to supervise an engine, rescue, or tender company during an emergency and non-emergency response. I was later given responsibility for strategic and tactical planning for the EMS branch. I also assisted the Training division by serving as a certified Instructor II/III for Fire Service Instructor, Driver/Operator General, Driver/Operator Pumper, and basic departmental training.

In January 2017, I was given full administration and oversight of the EMS branch. I was responsible for coordinating provider education with the supervising hospital and maintaining relationships with other EMS mutual aid transporting ALS and BLS agencies and BLS non-transport agencies. During my tenure, we maintained 400 - 475 patient contacts per year which accounted for 80% of the run volume. I was a preceptor and a Field Training Officer. I was also the department's EMS Quality Assurance Officer.



Firefighter/EMT-B

Brooklyn Volunteer Fire Department, Inc.

Jul 2007 - Nov 2018 (11 years 5 months)

Through my 11-year career with the department, I was mainly assigned as a line firefighter with seniority in the EMS branch. I was a preceptor and Field Training Officer. I was certified by the Indiana Department of Homeland Security to the Firefighter I/II certification level eligible for ProBoard or IFSAC certification. I was initially certified as a Mandatory Firefighter and started making emergency responses in August of 2007. I earned my Emergency Medical Responder and Emergency Medical Technician-Basic certifications in 2010. I hold FEMA ICS certifications 100-200-700 and 800 by direct course study and ICS 300-400 by coursework at Ivy Tech.

I graduated from Ivy Tech Community College - Lawrence Campus with an Associate of Applied Science in Public Safety, with a concentration in Fire Science, Magna Cum Laude. This degree was a two-year FESHE program that educated me to the Fire Officer II NFPA standard with experience in apparatus specifications, fire service hydraulics, fire protection systems, arson investigation, and management and leadership. I am certified as an Indiana Instructor I, Indiana Fire Instructor II/III, Indiana Driver/Operator General, Indiana Driver/Operator Pumper, Indiana Fire Officer Strategy and Tactics and was certified as an Indiana Fire Officer I after I left the department. My Firefighter I, Firefighter II, Instructor I, and Fire Officer I certifications are IFSAC-eligible.



Supply and Logistics Technician

Indianapolis Emergency Medical Services (IEMS)

Apr 2011 - Jun 2012 (1 year 3 months)

As a supply and logistics technician at Indianapolis EMS, I was responsible for taking, assembling, and delivering Just-In-Time inventory orders to stock 32 ambulances and numerous fire stations across Marion County. I worked a tactical shift - most of my work was supporting the shift logistics technicians on the day and night shifts and completing tasks around the warehouse. I participated in the response to the Indiana State Fair Stage Collapse as a member of Logistics Task Force 40 on the Multipurpose Supply Unit, for which I was recognized with a unit commendation. I also was part of the logistics team that supported Indianapolis and Marion County hosting the Super Bowl, again as a part of Task Force 40.

My efforts to streamline our internal processes through the use of technology led to my promotion to Inventory Systems Specialist in June of 2012.



Assistant General Manager

Titan Restaurant Group

Jan 2006 - Nov 2010 (4 years 11 months)

I started working for Donatos when the Indianapolis Market was a corporate-held territory. I started as a delivery driver and inside pizzamaker, worked up to shift leader, and then a member of the management staff and a keyholder. I was promoted to Assistant General Manager in 2008 and mainly worked on the West side of Indianapolis, including Avon, Plainfield, and Decatur Township. My last posting was in Indianapolis, Indiana with franchisee Titan Restaurant Group at the Madison and Edgewood unit. When I left, I held profit-and-loss, inventory control, labor control, and small equipment responsibility for a \$16k/week unit. I wrote the weekly schedule, directed labor compliance, and did the weekly and quarterly inventory reconciliation. On average, I maintained a labor budget at variance +/- \$100 to labor plan/budget per week and a \$60 variance to theoretical food budget target per week. I was responsible for reconciling my own shifts and maintaining cash control. I was familiar with state, local, and federal employment and labor laws pertaining to restaurant operations and was directly responsible for the recruitment, development, and retention of employees. I handled new employee training and veteran employee development through the management pipeline. I was also responsible for the restaurant's preventative maintenance and cleaning program.



First Assistant Manager

Culver's of Indianapolis - Kentucky Avenue

Jun 2005 - Dec 2005 (7 months)

I was part of the franchise management team that ran two Culver's locations in Central Indiana. I was initially assigned as the General Manager of the Lawrence location but later accepted a role as the Assistant General Manager at the Kentucky Avenue location. Both locations were running between \$1.4 million and \$1.6 million and we were establishing controllable expense benchmarks when I resigned and left the franchise.



Manager

The Steak n Shake Company

May 2003 - Jun 2005 (2 years 2 months)

I went to work for Steak n Shake directly out of college amid the IT bubble burst in 2003. I was in management candidate school and was sent back to the restaurants to hone my skills as an operator and Production Trainer. I worked my way back up to management Phase I training after a 6-month detail at a target location, improving customer service, retention, local marketing, and sales increases. I was part of the restaurant's business planning team, writing SMART goals to meet benchmarks. At the end of my career, I had completed management Phase II training, working in a \$1.9 million corporate restaurant in Plainfield and waiting for a restaurant manager (SnS term for an Assistant General Manager) position to open. I was known for being relentless on drive-thru times and satisfaction and was recruited by the Culver's franchisee to drive changes in the drive-thru revenue center and increase sales.



Streaming Media Engineer

Indiana University–Purdue University Indianapolis

Feb 2002 - May 2003 (1 year 4 months)

I ran the Department of Computer Science's Streaming Media Laboratory as the student director. My main duties were to investigate and implement new streaming technologies into our workflows. I helped my mentor record lectures to be distributed over the Internet. I was the lead streaming video engineer for Project CLIOH and worked on an integrated team including CS, Informatics, and Data mining disciplines.

I received an Undergraduate Research Opportunity Grant as a senior and was recognized for my streaming media efforts at IUPUI Scholar's Day in 2002.



Camp Counselor

Crossroads of America Council, Boy Scouts of America

Jun 1994 - Aug 2001 (7 years 3 months)

Worked in various programming areas with local council camps specializing in Scout skills, archery and air rifle shooting, and general programming for 7-10 year old young men. Did not work during the 2000 general season.



Director of Innovative Communication Technology

WUEV-FM

Oct 1998 - May 2000 (1 year 8 months)

Responsible for streaming media operations and customer support for a small, non-commercial radio station serving Southwestern Indiana. Proficient in Windows 95/98/NT streaming protocols and hardware/software issues.



Help Desk Associate

University of Evansville

Aug 1998 - Oct 1998 (3 months)

Assisted students, staff, and faculty with hardware and software issues on a Windows 95/98/NT network.

Education



Ivy Tech Community College

Associate degree in Applied Science, Public Safety - Concentration in Fire Science
2010 - 2018



Indiana University–Purdue University Indianapolis

Bachelor of Arts, Political Science

2001 - 2003



University of Evansville

Bachelor of Arts, Political Science

1998 - 2000

Licenses & Certifications



Firefighter I/II - Indiana Department of Homeland Security

6281-8654



Emergency Medical Technician - Basic - Indiana Department of Homeland Security

Issued Dec 2010 - Expires Dec 2020

6281-8654



Basic Life Support Instructor - American Heart Association



Hazardous Materials Awareness and Operations - Indiana Department of Homeland Security

6281-8654



Mandatory Firefighter - Indiana Department of Homeland Security

6281-8654



NIMS ICS 100-200-700-800 - Federal Emergency Management Agency



EMS - Emergency Vehicle Operator - Indiana Department of Homeland Security

6281-8654



EMS - Emergency Vehicle Operator Instructor - Indiana Department of Homeland Security

6281-8654



Instructor I - Indiana Department of Homeland Security

6281-8654



Fire and EMS Instructor - National Alternative Fuels Training Consortium at WVU



National Traffic Incident Management Responder Instructor - Federal Highway Administration/State of Indiana



Fire and EMS Alternative Fuels Instructor - NFPA



Instructor II/III - Indiana Department of Homeland Security

6281-8654



Fire Officer I - Indiana Department of Homeland Security



Health and Safety Program Manager - National Fire Academy

Skills

Logistics • Risk Management • Inventory Management • Inflow Inventory • First Aid • EMS • PHP
• phpMyAdmin • MySQL • XAMPP

Honors & Awards



Unit Citation Award - Highly Infectious Disease Response, 16 March 2015 -

Indianapolis EMS

Feb 2016



Logistics Employee of the Year - Indianapolis EMS

Jan 2014



Outstanding Achievement Award - Department of Public Safety, City of Indianapolis

Dec 2013



Excellence in Government Service Award - Department of Public Safety, City of Indianapolis

Jan 2013



Firefighter of the Year - Brooklyn Volunteer Fire Department

Dec 2016