

August 30, 2023

To Whom It May Concern,

I am writing to express my strong interest in volunteering for the Pension Board with the City of Miami Beach.

I began my career with the City of Miami Beach since the summer of 2000 in the Parks and Recreation Department as a Recreation Leader 1. I transitioned to the Police Department in 2004 where I worked as a Dispatcher, Public Safety Specialist, and a Communications Operator. During that time, I was Chief Steward for CWA and sat on the negotiations team on behalf of the Public Safety Communications Division.

In 2015, I worked for the Department of Emergency Management and was promoted to the role of Communication Supervisor. In my current position at the Fire Department, I am a Communications Manager overseeing the daily operations of the Public Safety Communications Division.

I am submitting my nomination for the pension board to continue the great work already accomplished by its current members and to help continue that legacy. I want to help contribute in making our pension board even better for our current and future retirees in the years to come.

Respectfully Submitted,

Tracy Cadet

TRACY EMILY CADET

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CAREER SUMMARY

Experienced Communications Manager with a proven track record of crafting compelling messaging strategies and fostering positive relationships with stakeholders. Eager to transition into a Customer Success Manager role, leveraging my strategic communication skills and client-focused mindset to drive customer satisfaction and retention. Adept at understanding client needs, identifying opportunities for value-added solutions, and collaborating cross-functionally to ensure successful outcomes. Ready to apply my communication expertise to cultivate strong, long-lasting partnerships and contribute to the success of both clients and the organization.

CORE SKILLS

Microsoft Office ♦ Customer Success ♦ Account Management ♦ Professionalism
Administrative Support ♦ Best Practices ♦ Data Integrity ♦ Communications ♦ Analytical Skills
Key Performance Indicators ♦ Emergency Responses ♦ Verbal/Written Communication Skills
Strategic Planning ♦ Process Improvement ♦ Customer Advocacy ♦ Cross-Functional Collaboration
Training and Development ♦ Time Management ♦ Business Operations ♦ Relationship Management ♦ Client Experience
Policies and Procedures ♦ Leadership

PROFESSIONAL SUMMARY

Communications Manager

City of Miami Beach (Police & Fire Department)

2023-Current

Miami Beach, FL

- Direct and supervise a team of emergency communication operators, ensuring adherence to protocols, efficient call handling, and swift dispatch of appropriate resources.
- Manage daily operations of the 911 communications center, maintaining 24/7 coverage, overseeing call flow, and ensuring timely and accurate emergency response coordination.
- Orchestrate the dispatch of police, fire, medical, and other emergency services based on the nature and urgency of calls, following established procedures.
- Oversee the use of computer-aided dispatch (CAD) systems, ensuring proper functionality, accurate record-keeping, and efficient communication between operators and field units.
- Design and conduct ongoing training programs for operators, keeping them updated on emergency protocols, communication technology, and crisis management techniques.
- Implement quality control measures, including call monitoring and performance evaluations, to maintain high standards of professionalism and accuracy in emergency response.
- Collaborate with public safety agencies to review and improve protocols, standard operating procedures, and best practices to optimize emergency communication processes.

Interim Communications Manager

2021-2023

- Stepped into the role of Interim 911 Communications Manager to provide effective leadership and oversight of daily operations during a transitional period.
- Directed and managed a team of emergency communication operators, ensuring adherence to protocols, efficient call handling, and accurate dispatch of emergency services.
- Orchestrated the dispatch of police, fire, medical, and other emergency resources based on the nature and urgency of incoming calls, following established procedures.
- Utilized and maintained computer-aided dispatch (CAD) systems to support efficient communication between operators and field units, as well as accurate record-keeping.
- Assisted in providing ongoing training to operators, ensuring they were updated on emergency protocols, communication technology, and crisis management.

Communications Supervisor

2015-2021

- Responsible for developing strategies and policies that guide effective distribution of information.
- Answered incoming calls, responded to inquiries and routed to the appropriate areas.

- Managed special projects from inception to completion that required strategic communications and community outreach.
- Provided on-the-job training to new hires and served as subject matter expert to current staff.
- Demonstrated accuracy, diplomacy, discernment, and effectiveness when developing and implementing public information.

Communications Operator

2012-2015

- Responded to emergency calls, including 911 calls, and dispatched appropriate emergency services according to established protocols.
- Efficiently managed incoming calls, prioritizing critical situations and gathering essential information for accurate response coordination.
- Operated computer-aided dispatch (CAD) systems to track emergency units, update call statuses, and maintain accurate records.
- Effectively communicated with police, fire, medical personnel, and other relevant agencies to ensure seamless coordination during emergencies.
- Calmed distressed callers and provided pre-arrival instructions for medical emergencies, fires, and other hazardous situations.
- Maintained clear and concise communication logs, documenting all calls, actions taken, and outcomes.
- Collaborated with colleagues to ensure smooth shift transitions and accurate information transfer.

Public Safety Specialist (Internal Affairs Office Manager)

2009-2012

- Led the development and implementation of comprehensive emergency response plans, integrating federal, state, and local guidelines.
- Conducted thorough risk assessments to identify vulnerabilities and establish mitigation strategies, minimizing potential hazards.
- Coordinated and facilitated multi-agency training exercises to test disaster response capabilities, leading to improved preparedness.
- Collaborated with local law enforcement, fire departments, medical services, and community organizations to ensure a unified response network.
- Organized and delivered community outreach programs to educate residents about disaster preparedness, safety measures, and evacuation procedures.
- Monitored real-time data feeds and analyzed information to assess threats, enabling effective response coordination during emergencies.
- Developed and maintained strong relationships with external partners, governmental agencies, neighboring municipalities, and non-profit organizations.
- Delivered presentations to local officials and community groups to promote understanding of emergency plans and procedures.
- Managed communication systems, including emergency notification platforms, for timely and accurate information dissemination.
- Documented emergency response activities, incident reports, and resource allocations to ensure accurate record-keeping.

Public Safety Specialist (Auto Crime Analyst)

2005-2009

- Utilized advanced analytical techniques to process and analyze data related to auto-related crimes, including thefts, break-ins, and vandalism.
- Identified trends, patterns, and hotspots related to auto crime activity using various data sources, including crime reports, surveillance footage, and incident data.
- Developed comprehensive crime analysis reports and presentations that communicated findings, trends, and actionable recommendations to law enforcement, city officials, and community stakeholders.
- Collaborated with law enforcement agencies, including local police departments and specialized units, to provide analytical support and contribute to ongoing investigations.
- Conducted in-depth research to understand the factors contributing to auto-related crimes and suggested targeted interventions and preventive measures.
- Assisted in the development of crime prevention strategies by providing insights on effective allocation of resources, deployment of officers, and implementation of community outreach initiatives.

EDUCATION/CERTIFICATIONS

Miami Dade College/AA in Political Science

