

November 25, 2023

Dear Hiring Manager:

In my search for a new challenge where I can leverage my experience management, project management and public safety dispatch, crisis response and mitigation, I was pleased to find the City of Milwaukee's opening for a Emergency Communications Director. Eager to learn more about this exciting opportunity, I have enclosed my resume for your review.

As my career profile illustrates, I am ready to make an immediate and longstanding contribution to Milwaukee City. Having served as a Watch Commander within Emergency Management and the Public Safety industry, my skill set is well suited to your needs. I know what it takes to balance competing tasks, adapt to shifting priorities, and proactively address emergent issues. Additionally, my talents in communication and relationship building will enable me to seamlessly integrate with your team and provide exceptional service to the agencies you serve.

Please consider the following highlights of my career achievements and key contributions:

- Acted as a liaison between SLVECC and agency partners, offering support in problem escalation, strategic planning, and customized policy implementation to address specific requirements.
- Implemented a successful cross-training initiative in collaboration with the training department, maintaining two CAD systems for two years in a consolidated dispatch center before transitioning to a single CAD system as part of the "Common CAD Project."
- Enhanced the skills and proficiency of dispatch personnel as a Certified Training Officer by delivering comprehensive training to CT, Police, and Fire dispatch positions as well as supervisory and training staff upon request.
- Assisted in the consolidation of emergency communications centers serving 17 municipalities and 19 public safety and EMS agencies that processes over 640K calls for police, fire and EMS services annually.

In me, Milwaukee will gain a diligent, goal-oriented professional with the agility, dedication, and focus required to successfully fill the role of Emergency Communications Director. As such, I would welcome the opportunity to meet and discuss this opening in detail.

Thank you for your consideration. I look forward to hearing from you!

Sincerely,

Anthony Bueno