

Melissa Ketcham

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January 1st, 2024

Dear Hiring Manager,

I am submitting my resume for consideration for the Emergency Communications Director position with the City of Milwaukee in Wisconsin. I have over ten years of experience in public safety communications.

As the Director for Tazewell County Consolidated Communications, I had the ability to help streamline internal processes between several fire departments and dispatch, allowing for a quicker response time for the agencies.

My experiences at Jeffcom, allowed me to take part in the consolidation efforts between 24 police and fire agencies within Jefferson County. As a supervisor, I played a pivotal part in helping to streamline processes and procedures and worked to identify best training practices. Was part of the inaugural supervisor team that provided support during the live cut-over from each agency.

I would welcome the opportunity to become a part of the leadership team within the now newly ranked third-best big city in the nation.

My experience, education, and certifications combined provide me the ability to meet the expectations of the position. I can bring leadership, project management and critical thinking to this position.

I possess the ability to work with diverse individuals and varying personalities. Another critical attribute is my ability to liaison with member agencies to ensure expectations are met by all involved.

As the Emergency Communications Director with the City of Milwaukee, I would ensure an environment of growth and advancement for the employees and help facilitate the organization's progression in 911 technologies.

I look forward to hearing from you!

Sincerely,

Melissa Ketcham