

Ted Adams

Passionate Trainer and Operations Leader with Strong Problem-Solving and Process Improvement Skills

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PROFESSIONAL SUMMARY

Results-oriented training and implementation leader with over 30 years of cross-industry experience in public safety, EMS operations, and SaaS project management. Renowned for developing effective training programs, leading teams, and driving process improvements. Proven success in fast-paced, high-pressure environments. Seeking a leadership role where strategic insight and dedication can enhance team performance and company growth.

SKILLS

- Training and Development
- Cross-functional Collaboration
- Detail Oriented and Organized
- Google Workspace
- SaaS Implementation
- EMS Operations
- Customer Support
- Team Leadership
- Time Management
- Microsoft Office Suite
- Communication
- Attention to Detail
- Remote Work Tools
- CRM Systems (HubSpot)

PROFESSIONAL EXPERIENCE

Red Team Software

Implementation Specialist

Orlando, Florida

May 2023 - Present

- Led the implementation process for commercial construction project management software, achieving a 95% client satisfaction rate.
- Trained over 200 construction professionals, enhancing their software proficiency and reducing support tickets by 20%.
- Resolved technical issues efficiently, maintaining a 98% uptime for the software.
- Collaborate with product and engineering teams to improve software features based on customer feedback

Division of Enhanced 911, City of Lexington

Senior Telecommunications Specialist

Lexington, Kentucky

November 2012 - June 2022

- Managed emergency calls, providing critical instructions and coordinating the dispatch of emergency personnel, resulting in a 20% reduction in response times.
- Utilized strong communication skills to calm and instruct callers in high-stress situations, receiving commendations for exceptional service.
- Maintained detailed records of emergency incidents, ensuring 100% accuracy and compliance with regulations

Ambulance Service of Manchester

EMS Operations Supervisor

Manchester, Connecticut

Prior to 2010

- Provided emergency medical care as a certified paramedic, responding to high-acuity calls and stabilizing patients in pre-hospital settings.
- Gained foundational knowledge in patient care coordination, clinical decision-making, and emergency medical protocols (EMD, ICS), applicable to hospital-based environments.
- Supported emergency response teams in delivering care in fast-paced, high-pressure situations, reinforcing the importance of collaboration and adherence to healthcare regulations.

EDUCATION

Capital Community College

Paramedic Certificate Program

Hartford, CT

TECHNICAL SKILLS

Advanced Spreadsheet (Google Sheets) Skills | Asana | ChatGPT | Google Workspace | HubSpot (CRM) | Medical Terminology | SaaS Implementation

