

Thalia Burns  
[REDACTED]  
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OBJECTIVE

- To be of service to persons in need of assistance.
- To maintain a cohesive working relationship with all state and county agency partners.

EMPLOYMENT

- Supervising Police Radio Dispatcher, Honolulu Police Department, Communications Division

August 2009 – Present

Assigned as the Division's administrative supervisor, responsible for supervising a unit that manages all projects that impact the communications center, manages the Division's accreditation to ensure compliance with national standards, updates policies and procedures and represents the HPD on various committees and working groups.

January 2008 – July 2009

Responsible for the Division's accreditation to ensure compliance with national standards and served as the relief shift/watch supervisor.

August 2004 – December 2007

Responsible for supervising personnel assigned to the Division's Training Section and supervising newly hired personnel during the classroom segment of training.

March 2000 – July 2004

Responsible for the day to day operations and for supervising personnel assigned to a shift/watch and supervising newly hired personnel during on the job training.

- Police Radio Dispatcher, Honolulu Police Department, Communications Division

December 1991 – February 2000

Responsible for answering, processing and dispatching emergency and non-emergency calls for police assistance. Complete data inputs for wanted and missing persons and stolen, wanted or towed vehicles.

- 911 Operator, Honolulu Police Department, Communications Division

October 1983 – November 1991

Responsible for answering and routing 9-1-1 calls for police, fire and ambulance and answering and processing calls received on the Department's administrative telephone system.

## EDUCATION

- Star of the Sea High School, Honolulu, Hawaii  
Graduated

## ORGANIZATIONS

- Enhanced 911 Board, Communications Committee, Committee Member, February 2012 - Present
- Enhanced 911 Board, Investigative Regulatory Committee, Committee Member, February 2013 – Present
- Joint Traffic Management Center, Console Selection Committee, Committee Member, December 2014 - Present
- Association of Public-Safety Communications Officials (APCO), National Emergency Number Association (NENA) Joint Pacific Chapter, Board Treasurer, June 2012 – Present
- APCO Pacific Chapter, Board Treasurer, January 2011 – Present
- NENA Pacific Chapter, Board Treasurer, January 2011 – Present
- APCO Pacific Chapter, Board President, April 2009 – December 2010
- NENA Pacific Chapter, Board President, January 2010 – December 2010

## AWARDS

- 2013 Honolulu Police Department's Civilian Supervisor/Manager of the Year
- 2009 Honolulu Police Department's Certificate of Merit
- 2009 Honolulu Police Department's 25 Years of Dedicated Service