

Mary Ortega

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Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Critical Incident Coordinator

Kansas City Southern Railway - Kansas City, MO

May 2021 to Present

his position manages emergency situations and non-emergent service interruptions remotely by coordinating responses from all relevant parties. Communicates with first responders and operates the automatic notification system. Maintains records of all incidents, and railroad signal trouble reports. The Critical Incident Coordinator ensures repairs to railroad signal trouble reports are scheduled and completed to resolution.

Uses developed specialized skills to complete a wide range of tasks and procedures with a limited degree of supervision. Takes a broad approach to problems. Acts as an informal resource for team members with less experience. Delivers work, which often impacts quality of team output to agreed timescales, service levels or similar metric.

Duties

Responds to complaints received from published phone line by notifying and scheduling appropriate Signal Maintainer, Engineering, or Dispatcher staff and following to resolution. May escalate complex issues to the Sr. Critical Incident Coordinator and/or Director.

Schedules and directs work activity for Signal Maintainers.

Monitors severe weather conditions and communicates to appropriate departments.

Creates and formats the Top Copy report for the Transportation morning report.

Service Dispatcher

Kansas Gas Service - Overland Park, KS

December 2020 to April 2021

Communicate through various media channels including: phone, email, and electronic messaging to communicate to internal and external customers. Prioritize, dispatch, evaluate, analyze and re-allocate field operations workload and manpower; manage work schedule to ensure appropriate resources are available. Utilize multiple technology platforms including: Customer Information System (Banner), Dispatch Software (PragmaCAD), SharePoint, Maximo, Everbridge, Skype, and other applicable systems to complete daily tasks. Assist customers and employees in person and via telephone regarding account information and/or service order requests including but not limited to: Account inquiries City Inspections Emergency line locates Service requests Emergency situations Reschedules uncompleted orders Answer

customer direct line inquiries for CNG Answer field management inquiries Process and/or prepare reports and records.

Train Dispatcher

Kansas City Southern Railway - Kansas City, MO

June 2019 to May 2020

Direct and coordinate railroad traffic, issue permits and authorities, monitor all rail movements and maintain computerized records of all activities.

Know assigned territory and keep informed of changes in the physical characteristics or changes in train orders and schedules. Maintain familiarity with scheduled runs, destinations, times of arrivals and departures.

Communicate with personnel on weather or any environmental conditions affecting train movement, and reroute, stop or change speed of trains.

Monitor computerized train control panels that indicate location of trains by lights.

Operate controls to activate track switches and traffic signals. Remotely apply and remove blocking devices.

Report alleged violations of operating rules and any irregularity relating to the movement of trains.

Plan in advance for smooth and effective movement of priority trains, trains containing hazardous material or restricted shipments, and meets/passes to avoid unnecessary delays.

Coordinate track usage with Engineering Department personnel.

Communication Specialist/Care Assistant

Children's Mercy Hospital - Kansas City, MO

November 2016 to April 2019

Processes and triages transport, direct admission, Emergency Department, EMS and consult requests in an efficient and professional manner. Tracks and coordinates ground and flight communication with the transport team during transports. Works as a team member and supports a teamwork philosophy. Responsibilities:

- Triages and coordinates all transport, direct admissions, Emergency Department referrals, and consult requests.
- Completes documentation and enters patient information into the electronic software program. Participates in performance improvement activities and other responsibilities as assigned. Attends education programs, unit meetings and assigned committee meetings. Maintains Transfer Center equipment and supplies in a safe, clean and organized manner.
- Promotes a positive relationship with referring health care providers, referring facilities, CMH personnel, contract services or other transport services in which CMCCT may have contact. Promotes a positive relationship within the CMH hospital system for helipad activities; works with security to alert them of all helipad activities.
- Activates the Post Accident Incident Plan (PAIP) for all air and ground emergencies and accidents; including death, overdue aircrafts or ambulances, in-flight emergencies, and hijacking circumstances. Notifies management, law enforcement, FAA, contract services, local or regional emergency response per the PAIP guidelines for situation management, and coordinates all activities warranted for the identified event per the PAIP plan.

Firefighter/EMT

Kansas City MO Fire Department - Kansas City, MO

January 2004 to October 2016

Protects citizens during emergencies.

Extinguishes fires.

Executes rescues.

Mitigates chemical spills.

Prevents fire damage by conducting surveys and inspections for hazards and enforcing codes.
Prepares citizens to prevent fire damage by developing and conducting educational and training programs.
Ensures availability of water at fire scene by testing hydrants, requesting and expediting repairs, and verifying repairs.
Minimizes fire damage by responding to alarms, driving and operating equipment, regulating water pressure, combating and extinguishing fires, and rescuing and reviving people.
Ensures operation of equipment by completing preventive maintenance requirements, following manufacturer's instructions, and troubleshooting malfunctions.
Notifies supervisor of needed repairs.
Evaluates new equipment and techniques.
Maintains operations by following policies and procedures and reporting needed changes.
Provides information by completing reports.
Handles minor medical care and other emergency services.
Maintains technical knowledge by attending educational workshops, studying publications, and participating in scheduled drills.
Maintains fire station building, grounds, and related equipment by completing maintenance schedules.
Contributes to team effort by accomplishing related results as needed.

Education

Some college in General Studies

Metropolitan Community College-Kansas City - Kansas City, MO

High school diploma

Skills

- Some Spanish
- Social Media
- Cerner
- Microsoft Outlook (4 years)
- Dispatch (5 years)
- Customer Service
- Call Center (5 years)
- Critical Care Experience
- EMT Experience
- Hospital Experience
- Triage
- Vital Signs
- Phone Etiquette (5 years)
- Vital Signs
- EMT Experience
- EMR Systems

- Triage
- Critical Care Experience
- Customer Service (10+ years)
- Office Experience
- Medical Terminology (10+ years)
- Patient Care
- Medical Receptionist
- Clerical Experience
- Healthcare (10+ years)

Certifications and Licenses

EMT-B

May 2016 to May 2021

American Heart Association BLS

October 2016 to October 2018

CPR Certification

Assessments

Work Style: Conscientiousness — Proficient

July 2020

Tendency to be well-organized, rule-abiding, and hard-working

Full results: [Proficient](#)

Customer Focus & Orientation — Highly Proficient

June 2020

Responding to customer situations with sensitivity

Full results: [Highly Proficient](#)

Scheduling — Proficient

June 2020

Cross-referencing agendas and itineraries to avoid scheduling conflicts.

Full results: [Proficient](#)

Attention to Detail — Highly Proficient

July 2020

Identifying differences in materials, following instructions, and detecting details among distracting information.

Full results: [Highly Proficient](#)

Medical Receptionist Skills — Expert

May 2020

Managing physician schedules and maintaining accurate patient records

Full results: [Expert](#)

Electronic Health Records: Best Practices — Highly Proficient

May 2020

Knowledge of EHR data, associated privacy regulations, and best practices for EHR use

Full results: [Highly Proficient](#)

Customer Service — Proficient

June 2020

Identifying and resolving common customer issues

Full results: [Proficient](#)

Protecting patient privacy — Proficient

October 2021

Understanding privacy rules and regulations associated with patient records

Full results: [Proficient](#)

Customer focus & orientation — Highly Proficient

November 2021

Responding to customer situations with sensitivity

Full results: [Highly Proficient](#)

Advanced attention to detail — Proficient

November 2021

Identifying differences in materials, following instructions, and detecting details among distracting information

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.