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Summary

As a seasoned Fire and Emergency Medical Services educator with sixteen years of experience in the volunteer and combination fire service, I am committed to advancing the skills and knowledge of first responders. In addition to my experience in the field, I have private-sector management and leadership experience in the restaurant business, culminating with an assistant general manager's position at the \$1.7 million revenue benchmark.

I am proud to have been the first fire service instructor in Indiana to create and distribute hybrid and online state certification courses for both the State of Indiana and the Indiana Fire Instructors Association. I am also known as a mentor to many of my students, who have gone on to lead department training divisions or serve as state fire academy instructors.

As a natural storyteller, I have honed my teaching skills to deliver engaging and effective lectures. My students often note how easy it is to absorb information when I'm teaching, and I have been praised for my classroom management techniques.

In my spare time, I love to write - both technically and creatively, though I wish I had more time to devote to my writing.

I have held an IFSAC/Indiana Fire Instructor I certification since 2016, and an Indiana Fire Instructor II/III certification since 2018. I have also served on the staff of the state fire academy for two years as an instructor and course coach, specifically involving adult learning and classroom management techniques. I was recently certified by the Indiana EMS Commission as an EMS Primary Instructor.

I am always looking for new opportunities to share my knowledge and passion for the fire service. Let's connect and see how we can work together to make a difference in the industry.

Experience



EMS Instructor

Metropolitan School District of Pike Township

Jul 2023 - Present (3 months)

As the district's EMS instructor, I provide direct instruction to seniors in the Emergency Medical Technician - Basic class and the Healthcare Capstone - EMT class. I also provide direct instruction to sophomores and juniors in the Principles of Healthcare class and the Medical Terminology class. I serve as a technical subject matter expert to the Pike Career/STEM center on all things EMS and also co-instruct American Heart Association BLS for Healthcare Providers and HeartStart CPR/AED to students in the Health Sciences programs and the Career Center/STEM programs.

I am also an adjunct professor and dual credit instructor with Ivy Tech Community College of Indiana's Central Indiana region in both Public Safety and Health Sciences disciplines.



Consultant

J.R. Cook and Associates

Jan 2015 - Present (8 years 9 months)

In 2015, I launched my small business from my bedroom. My primary focus was providing technical advice to emergency services departments, starting with computer support, and expanding to cover broader aspects of running an emergency services organization, such as navigating the complexities of Indiana Department of Homeland Security's certification processes. With my experience as a state contractor and IFIA Board of Directors member, I have identified training gaps, especially among smaller volunteer agencies.

My business specializes in helping volunteer and combination fire agencies meet their training and education needs. I have experience implementing various electronic patient care report systems and am well-versed in administrative and general user experiences for Emergency Reporting and ESO scheduling. I have hands-on experience with ESO EMS software and Fire software and am a seasoned Station Check administrator.



Firefighter/EMT

Lucas Oil Indianapolis Raceway Park

May 2023 - Present (5 months)



Inventory Systems Specialist

Indianapolis Emergency Medical Services (IEMS)

Apr 2011 - Jul 2023 (12 years 4 months)

As an Inventory System Specialist, I spearheaded the development of an integrated warehouse management system in 2011 and maintained its uptime at 99% until February 2022. We are currently in the process of rebuilding the system as it has reached the end of its service life. With over 850 unique line items in our inventory, I work closely with the Warehouse Supervisor to ensure that our fleet is fully stocked. Our warehouse holds a 30-90 day supply of consumable medical goods and we provide Just-In-Time inventory needs for EMS and Fire units across Central Indiana.

During my tenure co-located with our Informatics and Information Technology Section, I provided first-tier customer service and support for our electronic patient care records system, our computer-aided dispatch system, and desktops throughout the enterprise, as well as second and third-tier service on the integrated warehouse management system.

I also serve as an adjunct instructor for Academic Services, teaching AHA BLS for Healthcare Providers and the Indiana EMS Emergency Vehicle Operations Course as a Train-The-Trainer qualified instructor. Additionally, I am a member of the IN-TIME initiative and have been a master trainer for Indiana's version of the FHWA Traffic Safety Management program.

As one of two qualified respiratory protection SMEs, I played a key role in the agency's response to the Coronavirus pandemic by providing medical supplies, respiratory protection, and personal protective equipment to partner agencies throughout Central Indiana. Alongside my regular duties as an engineer, I continue to provide support to our team to ensure seamless operations.



Lieutenant

Gregg Township Fire Department

Apr 2023 - May 2023 (2 months)

In April 2023, I was promoted to the position of Lieutenant in the Operations Division of my department. In this role, I am responsible for supervising an engine, rescue, or tender company during both emergency and non-emergency response. Concurrently, I also continue to fulfill my responsibilities as the Training Division Coordinator.

Training Division Coordinator

Gregg Township Fire Department

Sep 2021 - May 2023 (1 year 9 months)

As the Training Division Coordinator, I oversee a comprehensive all-hazards training program which includes monthly fire training, recruiting, onboarding, and initial psychomotor and didactic instruction in both fire and EMS disciplines. Additionally, I provide ongoing and refresher psychomotor and didactic instruction in fire disciplines. I am responsible for conducting a monthly training needs and gap analysis for all members of the department, from the Chief Officers to the newest line recruits.

Technology Director

Indiana Fire Instructors Association

May 2018 - Mar 2023 (4 years 11 months)

I was appointed in May 2018 to provide support for the organization's distributed education initiatives. I took charge of managing the website, maintaining the instructor directory, managing the CRM system, and ensuring smooth operations of desktops across the organization.

One of my key responsibilities was to serve as the primary educator for the Instructor I online training program offered by IFIA. Additionally, I actively participated in the annual conference alongside the President and the Board. I led technology seminars for other educators and provided audio and video support for the Officer Development program and Chief Officer development program.

Firefighter/EMT

Vernon Township Fire Department

Sep 2019 - Jan 2021 (1 year 5 months)

As a firefighter with Vernon Township FD, I joined as one of the first paid-per-run members after the merger of the McCordsville and Fortville Volunteer Fire Departments. I served as a backstep firefighter, filled in as an Officer-In-Charge, and also served as an EMT during my time with the department.

Instructor I and Instructor II/III Front-End Coach

Fire and Public Safety Academy Training System, Indiana Department of Homeland Security

Nov 2018 - Jul 2019 (9 months)

My second role at the Indiana Department of Homeland Security's Fire and Public Safety Academy Training System was as a front-end coach for Instructor I and Instructor II/III instructors. My primary responsibility was to ensure that each instructor had the curriculum and support needed to train fire service instructors effectively. I also approved their course curriculum and served as the Academy's point of contact for support. This role was essential in providing high-quality training for fire service instructors, contributing to community safety and the efficiency of emergency response teams.



Fire Training Contractor

Fire and Public Safety Academy Training System, Indiana Department of Homeland Security

Jun 2017 - Jul 2019 (2 years 2 months)

Under the guidance of the academy administrator and the state fire training director, I spearheaded the development, revision, and execution of the Instructor I hybrid delivery program at the Academy. Utilizing various software including Moodle, Articulate, and PowerDirector, I crafted a comprehensive lecture series which was available to students both live and on-demand through YouTube. All of this was achieved within a short-term contract.



Secretary

Brooklyn Volunteer Fire Department, Inc.

Jan 2016 - Nov 2018 (2 years 11 months)

In my role as the secretary, I held an elected officer position with several key responsibilities. One of my primary tasks was managing all internal and external correspondence and documents, ensuring that all records were accurate and up to date. I also took detailed minutes of all general and committee meetings that I attended, keeping a comprehensive record of important information and decisions.

As part of my duties, I was responsible for maintaining both electronic and hard copies of essential documents such as minutes, standard operating procedures, and by-laws. I generated monthly reports for all municipalities that contracted with our organization for service.

Furthermore, I played a critical role in managing our electronic records management system, ensuring that all emergency response and non-emergency contacts were entered correctly and promptly. Through my efforts, I helped to ensure that the Brooklyn Volunteer Fire Department, Inc. operated efficiently and provided top-quality service to the community.



Lieutenant/EMS Branch Director

Brooklyn Volunteer Fire Department, Inc.

Jan 2016 - Nov 2018 (2 years 11 months)

In January 2016, I was appointed to Lieutenant with duties in the Suppression and EMS branch. My primary responsibility was to oversee the operations of an engine, rescue, or tender company during both emergency and non-emergency responses. As my role evolved, I was also entrusted with the strategic and tactical planning of the EMS branch. Additionally, I supported the Training division by serving as a certified Instructor II/III for Fire Service Instructor, Driver/Operator General, Driver/Operator Pumper, and basic departmental training.

In January 2017, I was given full administrative and oversight duties for the EMS branch. This involved coordinating provider education with the supervising hospital and maintaining strong relationships with other EMS mutual aid transporting ALS and BLS agencies and BLS non-transport agencies. During my tenure, the branch maintained an impressive 400-475 patient contacts annually, which accounted for 80% of the run volume. I also played a key role as a preceptor and a Field Training Officer, providing guidance and mentorship to new hires. Additionally, I served as the department's EMS Quality Assurance Officer, ensuring compliance with best practices and regulatory standards.



Firefighter/EMT-B

Brooklyn Volunteer Fire Department, Inc.

Jul 2007 - Nov 2018 (11 years 5 months)

During my 11-year tenure with the department, I predominantly served as a line firefighter with a seniority position in the EMS branch. As a preceptor and Field Training Officer, I played a key role in mentoring and training new personnel. I was certified by the Indiana Department of Homeland Security to the NFPA 1001 Firefighter I/II level. I started responding to emergency calls in August 2007 as a Mandatory Firefighter and obtained my Emergency Medical Responder and Emergency Medical Technician-Basic certifications in 2010. Additionally, I hold FEMA ICS certifications 100-200-700 and 800, which I acquired through direct course study, and ICS 300-400, which I completed through coursework at Ivy Tech.

My educational achievements include an Associate of Applied Science in Public Safety, with a concentration in Fire Science, Magna Cum Laude, from Ivy Tech Community College - Lawrence Campus. This two-year FESHE program equipped me with the knowledge and skills required to meet the Fire Officer II NFPA standard, covering apparatus specifications, fire service hydraulics, fire protection systems, arson investigation, and management and leadership.

I am certified as an Indiana Instructor I, Indiana Fire Instructor II/III, Indiana Driver/Operator General, and Indiana Driver/Operator Pumper. I also hold a certification in Indiana Fire Officer Strategy and Tactics and was certified as an Indiana Fire Officer I after my tenure with the department. Furthermore, my Firefighter I, Firefighter II, Instructor I, and Fire Officer I certifications are eligible for IFSAC certification.

Supply and Logistics Technician

Indianapolis Emergency Medical Services (IEMS)

Apr 2011 - Jun 2012 (1 year 3 months)

As a Supply and Logistics Technician with Indianapolis EMS, I efficiently managed the Just-In-Time inventory system to ensure prompt delivery of orders to 32 ambulances and several fire stations across Marion County. During my tactical shift, I provided comprehensive support to the logistics technicians and completed tasks in the warehouse. I was part of Logistics Task Force 40 during the response to the Indiana State Fair Stage Collapse and supported the Super Bowl as a part of Task Force 40's logistics team, for which I received a unit commendation.

My efforts to optimize internal processes through the use of technology were instrumental in my promotion to Inventory Systems Specialist in June 2012.

Assistant General Manager

Titan Restaurant Group

Jan 2006 - Nov 2010 (4 years 11 months)

I began my tenure at Donatos when the Indianapolis Market was a corporate-owned territory. I started out as a delivery driver and inside pizzamaker, then worked my way up to shift leader, eventually becoming a member of the management staff and a keyholder. In 2008, I was promoted to Assistant General Manager and oversaw operations on the West side of Indianapolis, including Avon, Plainfield, and Decatur Township. My final role was with franchisee Titan Restaurant Group at the Madison and Edgewood unit in Indianapolis, Indiana. There, I held responsibility for profit-and-loss, inventory control, labor control, and small equipment management for a \$16k/week unit. I was in charge of creating the weekly schedule, ensuring labor compliance, and performing weekly and quarterly inventory reconciliations. I consistently maintained a labor budget at variance +/- \$100 to the labor

plan/budget per week, and a \$60 variance to the theoretical food budget target per week. Additionally, I was responsible for handling cash control and reconciling my own shifts. I possessed knowledge of state, local, and federal employment and labor laws related to restaurant operations, and was directly responsible for the recruitment, development, and retention of employees. I provided training for new employees and facilitated the professional growth of veteran employees within the management pipeline. Furthermore, I oversaw the restaurant's preventive maintenance and cleaning program.

First Assistant Manager

Culver's of Indianapolis - Kentucky Avenue

Jun 2005 - Dec 2005 (7 months)

I was part of the franchise management team that ran two Culver's locations in Central Indiana. I was initially assigned as the General Manager of the Lawrence location but later accepted a role as the Assistant General Manager at the Kentucky Avenue location. Both locations were running between \$1.4 million and \$1.6 million and we were establishing controllable expense benchmarks when I resigned and left the franchise.

Manager

The Steak n Shake Company

May 2003 - Jun 2005 (2 years 2 months)

I went to work for Steak n Shake directly out of college amid the IT bubble burst in 2003. I was in management candidate school and was sent back to the restaurants to hone my skills as an operator and Production Trainer. I worked my way back up to management Phase I training after a 6-month detail at a target location, improving customer service, retention, local marketing, and sales increases. I was part of the restaurant's business planning team, writing SMART goals to meet benchmarks. At the end of my career, I had completed management Phase II training, working in a \$1.9 million corporate restaurant in Plainfield and waiting for a restaurant manager (SnS term for an Assistant General Manager) position to open. I was known for being relentless on drive-thru times and satisfaction and was recruited by the Culver's franchisee to drive changes in the drive-thru revenue center and increase sales.

Streaming Media Engineer

Indiana University–Purdue University Indianapolis

Feb 2002 - May 2003 (1 year 4 months)

I ran the Department of Computer Science's Streaming Media Laboratory as the student director. My main duties were to investigate and implement new streaming technologies into our workflows. I helped my mentor record lectures to be distributed over the Internet. I was the lead streaming video engineer for Project CLIOH and worked on an integrated team including CS, Informatics, and Data mining disciplines.

I received an Undergraduate Research Opportunity Grant as a senior and was recognized for my streaming media efforts at IUPUI Scholar's Day in 2002.

Camp Counselor

Crossroads of America Council, Boy Scouts of America

Jun 1994 - Aug 2001 (7 years 3 months)

Worked in various programming areas with local council camps specializing in Scout skills, archery and air rifle shooting, and general programming for 7-10 year old young men. Did not work during the 2000 general season.

Director of Innovative Communication Technology

WUEV-FM

Oct 1998 - May 2000 (1 year 8 months)

Responsible for streaming media operations and customer support for a small, non-commercial radio station serving Southwestern Indiana. Proficient in Windows 95/98/NT streaming protocols and hardware/software issues.

Help Desk Associate

University of Evansville

Aug 1998 - Oct 1998 (3 months)

Assisted students, staff, and faculty with hardware and software issues on a Windows 95/98/NT network.

Education

Indiana University–Purdue University Indianapolis

Bachelor of Arts, Political Science

2001 - 2003

Ivy Tech Community College

Associate degree in Applied Science, Public Safety - Concentration in Fire Science

2010 - 2018

University of Evansville

Bachelor of Arts, Political Science

1998 - 2000

Licenses & Certifications

Firefighter I/II - Indiana Department of Homeland Security

6281-8654

Emergency Medical Technician - Basic - Indiana Department of Homeland Security

Issued Dec 2010 - Expires Dec 2020

6281-8654

Basic Life Support Instructor - American Heart Association

Hazardous Materials Awareness and Operations - Indiana Department of Homeland Security

6281-8654



Mandatory Firefighter - Indiana Department of Homeland Security

6281-8654



NIMS ICS 100-200-700-800 - Federal Emergency Management Agency



EMS - Emergency Vehicle Operator - Indiana Department of Homeland Security

6281-8654



EMS - Emergency Vehicle Operator Instructor - Indiana Department of Homeland Security

6281-8654



Instructor I - Indiana Department of Homeland Security

6281-8654



Fire and EMS Instructor - National Alternative Fuels Training Consortium at WVU



National Traffic Incident Management Responder Instructor - Federal Highway Administration/State of Indiana



Fire and EMS Alternative Fuels Instructor - NFPA



Instructor II/III - Indiana Department of Homeland Security

6281-8654



Fire Officer I - Indiana Department of Homeland Security

6281-8654



Health and Safety Program Manager - National Fire Academy



NTS200 Exam - Introduction To NASCAR 2023 - NASCAR



NTS201 Exam - The Language of NASCAR 2023 - NASCAR



NTS202 Exam - The NASCAR Event Weekend 2023 - NASCAR



NTS210 Exam - Radio Etiquette 2023 - NASCAR



NTS220 Exam - Race Vehicle Familiarization 2023 - NASCAR



NTS105 Exam - Response 1 and 2 2023 - NASCAR



NTS250 Exam - Fire Suppression - Introduction 2023 - NASCAR



NTS251 Exam - Fire Suppression - Fuel Island 2023 - NASCAR



NTS252 Exam - Fire Suppression - Garage 2023 - NASCAR



NTS253 Exam - Fire Suppression - Pit Road 2023 - NASCAR



NTS254 Exam - Fire Suppression - On Track 2023 - NASCAR



NTS100 Exam - Extrication Course 1 and 2 2023 - NASCAR



NTS101 Exam - Extrication Cars 1 and 2 2023 - NASCAR



NTS103 Exam - EMS 2023 - NASCAR



NTS104 Exam - Recovery 2023 - NASCAR



EMT - Primary Instructor - Indiana Department of Homeland Security, Indiana EMS Commission

Issued Jul 2023 - Expires Sep 2025

6281-8654



Workplace Specialist I - Indiana Department of Education

Skills

Logistics • Risk Management • Inventory Management • Inflow Inventory • First Aid • EMS • PHP
• phpMyAdmin • MySQL • XAMPP

Honors & Awards



Unit Citation Award - Highly Infectious Disease Response, 16 March 2015 - Indianapolis EMS

Feb 2016



Logistics Employee of the Year - Indianapolis EMS

Jan 2014



Outstanding Achievement Award - Department of Public Safety, City of Indianapolis

Dec 2013



Excellence in Government Service Award - Department of Public Safety, City of Indianapolis

Jan 2013



Firefighter of the Year - Brooklyn Volunteer Fire Department

Dec 2016