

# STEVE POLLOCK

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**615 | 573-5627**

3128 Jonesboro Drive  
Nashville, TN 37214

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Teacher, author,  
journalist,  
communications  
specialist, corporate  
trainer, educator, 911  
dispatcher, hound  
rescuer.

## EXPERIENCE

### Dispatcher/Educator/Trainer/

**Emergency Telecommunications Officer 2 (911 Dispatcher)**

**Metro Nashville Department of Emergency Communications (2024-Present)**

Serves as the vital link between citizens and the emergency responders of Nashville and Davidson County by providing emergency and non-emergency services in a prompt, courteous, and efficient manner. Serves as the initial emergency contact in Metro Nashville, providing life-saving assistance over the phone while dispatching EMS, Fire or Police first responders to an emergency. Currently NCIC certified with all TBI clearances and fingerprints. Currently certified EMD and telecommunicator via APCO. Certified in infant/child/adult CPR/AED and first aid, both in-person and via telecommunications. Credited with saving at least two lives via 911 CPR.

**Duncan Public, Ann Arbor Public (2003-06), Brentwood Union (2006-07), Pittsburg Unified (2007-08) and Metro Nashville Public Schools (2019-2024)**

Teaching, managing assignments, student needs and record keeping. Collaborated with teaching staff to implement coordinated educational strategies and student support networks. Pioneered two technological, cross-curriculum, education projects, one for second grade, one for fourth grade. Trained use of IXL, Lexia, and iReady software to students and adults. Tennessee K-5 10-year professional teaching credential, expires 8/31/34.

## Author

**Published Worldwide by McFarland Publishing—2014—Present**

Utilized exceptional writing, editing and proofreading skills to produce engaging and error-free content. Researched, wrote, and edited *Deadly Turbulence: The Air Safety Lessons of Braniff Flight 250 and Other Airlines, 1959–1966*, published by McFarland. Working on second book.

## Communicator/Trainer

**Internal Communications Manager—1990-2000**

**Duncan Public Schools, OK, and NorthPoint Communications, San Francisco, CA**

Complete internal communications management for an international DSL provider. Collaborated with corporate departments, including HR to create and implement internal communications for employees. Managing editor and content developer for large corporate intranet site; management of 60 web developers. Large and small event project management with half-million-dollar budgets. Management of new employee orientation and training/

mentoring staff; training technology; equipment logistics; and event and facilities management. Selected publication pieces that most effectively represented company mission and objectives. Recommended ways to increase employee engagement in communications and training initiatives based on analysis of data.

***Education/Corporate Communications Consultant/Trainer—1994-2019***

**Dallas, TX; San Francisco, CA; Denver, CO; Ann Arbor, MI; Nashville, TN**

Evaluated diverse organizational systems to identify workflow, communication and resource utilization issues. Compiled research data and gave professional presentations highlighting finds and recommended optimizations.

***Director of Public Information and Communications—1990-1994***

**Duncan Public Schools, OK**

Manager of cable television station operations; videography; student mentoring and coaching, internal employee communications; public relations, advertising, and media relations; newsletter writing, editing, layout and distribution; community communications liaison; photography.

***Journalist, Education Reporter, Graphic Designer, Columnist—1988-1990***

**The Duncan Banner**

Daily newspaper reporter/ columnist; covered the education, crime and courts beats. Mentored student journalists. Applied understanding of public opinion, social media and traditional media use to create engaging and attention-grabbing stories.

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**EDUCATION**

• **University of Michigan - Ann Arbor**

**Master of Arts in Education**

• **Cameron University - Lawton, OK**

**Bachelor of Arts in English**

• **Duncan Senior High School, OK**

**High School Diploma**

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**CERTIFICATION**

Fully K-5 certified in TN; 10-year professional license #000727170

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**REFERENCES**

Available upon request