

## BRIAN WILSON

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Results-driven Operations and IT Management professional with 25+ years of experience leading high-performing teams in call centers, dispatch, field service coordination, and IT infrastructure. Successfully directed a 24/7 emergency dispatch center handling 250,000+ calls annually while ensuring HIPAA, OSHA, DOT, and federal/state compliance. Proven strengths in team leadership, SOC environment management, and integrating cybersecurity controls with audit-ready processes. I bring advanced expertise in applying AI and large language models (LLMs) to automate tasks, enhance training, and support data-driven decision-making, boosting efficiency, accuracy, and service quality. Proficient in CRM platforms, systems integration, remote support tools, and incident documentation. Experienced in deploying secure, compliant solutions like Zoll RescueNet and ESO to strengthen emergency medical operations. Known for delivering exceptional service outcomes, improving KPIs, and driving continuous, scalable improvement.

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### CORE COMPETENCIES

- Call Center Operations, SOC Operations & Workforce Management
- High-Volume Dispatch Leadership (250K+ annual call volume)
- AI/LLM (GPT-4, Gemini, Llama, Claude, Grok, Loveable, BOLT, Deep, Framer, n8n)
- IT Support, Systems Administration & Troubleshooting
- KPI Analysis, Reporting & Performance Optimization
- Virtual Machine Deployment & Container Orchestration (VMware, Proxmox, VirtualBox)
- Security Operations Center (SOC) Tier 2 Experience
- Regulatory Compliance – OSHA, HIPAA, DOT
- Incident Management, Reporting & Documentation Standards
- Real-Time Scheduling, Dispatching & Route Optimization
- CRM Expertise – Salesforce, NetSuite, HubSpot, Clover
- Remote Infrastructure Setup, VPN & Network Support
- Quality Assurance, Internal Audits & Risk Mitigation
- Conflict Resolution, De-escalation & Customer Retention
- Team Leadership – Training, Onboarding & Shift Supervision
- Cross-Functional Collaboration & Vendor Management
- Business Continuity Planning (BCP) & Disaster Recovery (DR)

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### PROFESSIONAL EXPERIENCE

#### Technical Inspector

*Massey Services – Port Orange, FL | Nov 2023 – Present*

- Performed residential and commercial inspections in compliance with local and state pest control regulations.
- Utilized mobile apps and CRM platforms to log inspection findings and ensure accurate data entry.
- Communicated technical issues to clients and service teams, facilitating corrective action and follow-up service scheduling.
- Supported compliance documentation and improved client satisfaction scores through professional service delivery.

#### IT Manager / General Manager

*Daytona Pressure – South Daytona, FL | Apr 2021 – Oct 2023*

- Oversaw daily operations, inbound call flow, and multi-site field team coordination using real-time scheduling tools.
- Managed technical troubleshooting for Pos/Inventory systems, social media communications, mobile tablets, digital call logs, and network infrastructure; supported SOC Tier 2 operations and provided training on IT security best practices.
- Implemented workflow automations and CRM integration (Clover, Salesforce), improving service speed and documentation accuracy.
- Managed hiring, onboarding, and training programs to strengthen team capabilities and reduce turnover.

- Conducted regular quality assurance, and customer satisfaction reviews.

### **Route Manager / IT Support Specialist**

*WCA Waste (GFL Environmental) – Orange City, FL | Jan 2019 – Apr 2021*

- Managed logistics for field routing operations, customer escalations, and dispatch response.
- Delivered frontline IT support for desktop, mobile, and dispatch systems, ensuring minimal downtime.
- Facilitated route adjustments in response to emergencies, weather, or staffing changes using real-time GPS and scheduling tools.
- Achieved high levels of service reliability and route efficiency through close coordination with field personnel.

### **IT Specialist / Dispatch Supervisor**

*Woods Ambulance – Gardner, MA | Jan 2004 – Dec 2016*

- Directed a 24/7 emergency dispatch center with an annual volume of 250,000+ calls across EMS, wheelchair, and inter-facility transport.
- Supervised and trained 12+ dispatchers on call handling, medical protocols, and emergency communication systems. Also supervised 80 field staff and operated as an EMT.
- Implemented scheduling software and upgraded dispatch technology, reducing dispatch times by 45%.
- Ensured full HIPAA, DOT, and state EMS compliance. Regulated FDA narcotic regulations and control.
- Managed technical troubleshooting for CAD systems, radios, mobile tablets, digital call logs, computers, and network infrastructure.
- Oversaw SOC Tier 2 operations and environmental management as part of overall HIPAA compliance, ensuring logging, access control, and data integrity standards were met.
- Deployed and maintained Zoll RescueNet and ESO software solutions to support secure, compliant EMS operations, including ePCR, real-time vehicle tracking, and secure data sharing.

### **Firefighter / EMT**

*Hubbardston Fire Department – Hubbardston, MA | Jan 2004 – Dec 2014*

- Responded to medical, fire, and rescue emergencies while maintaining detailed incident reporting and compliance with NFPA and OSHA standards. Conducted public safety inspections and worked collaboratively with local enforcement and emergency personnel.

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## **EDUCATION & CERTIFICATIONS**

### **Associate of Science – Computer Science**

*Mount Wachusett Community College – Gardner, MA | GPA: 3.8*

#### **Certifications:**

- CISCO Security Operations Center (SOC) – 2025
- NVIDIA AI Infrastructure and Operations – 2025
- NVIDIA Introduction to Networking – 2025
- Google Generative AI & Prompting Essentials – 2025
- Foundations of Cybersecurity – 2025
- Google Analytics & Google Ads – 2024
- Cisco CCNA (*In Progress* – 2025)

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## **TECHNICAL SKILLS**

- **CRM Systems:** Salesforce, HubSpot, NetSuite, Clover
- **IT Tools:** VoIP Systems, Mobile Device Management, Windows & MacOS
- **Remote Infrastructure:** VPNs, secure Wi-Fi (200+ Mbps), Remote Desktop
- **Productivity Suites:** Microsoft 365, Google Workspace, Zoom, Teams
- **Field Operations:** Mobile inspections, cloud-based logs, digital signatures
- **Incident Reporting:** CAD, EHR platforms, digital forms, HIPAA-secure tools

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## **ADDITIONAL STRENGTHS**

- Proven leadership in fast-paced, regulated environments (911, healthcare, public utilities)
- Exceptional crisis communication, conflict de-escalation, and team morale management
- Experienced with emergency response coordination and disaster preparedness
- Willing to travel, adapt to shifting priorities, and support 24/7 coverage when needed
- Active community leader: Published author & annual organizer of the Wilson Family Lights fundraiser for shelter animals ( <https://wilsonfamilylights.com/> )