

Malcolm Duncan

Paramedic Tech II PRN - Dallas Fire Rescue

Dallas, TX 75248

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972-815-9290

Work Experience

Paramedic Tech II PRN

Medical City - Dallas - Dallas, TX

June 2012 to Present

- Responsible for assisting nurses with patient care in Emergency Department with adult and pediatric patient at all stages of patient visit (i.e. triage, patient admission, telemetry transports, etc.)
- Averaging 8-15 IV starts a shift on a wide range of medical emergencies and traumas on first attempt on all age ranges.
- Proficient with splinting pediatric and adult extremity injuries with Ortho-Glass System and other appropriate methods.
- Recruited to become a member of the Medical Emergency Rapid Transport Team assigned to respond to medical emergencies within the Medical City Facility.

Firefighter/Paramedic

Dallas Fire Rescue - Dallas, TX

April 2009 to Present

- Responsible for responding to emergency medical calls, major/minor vehicle accidents and assisting with fire suppression and search and rescue.
- On duty for 24 hour shifts responding to, on average, 10-15 medical emergencies, ranging from treating injured persons, minor/major vehicle accidents, heart attacks and educating citizens.
- Proficient with treatments ranging from physical assessment of patients, starting I.V.'s, obtaining and interpreting 12-leads, CPR, D-stick, and delivery appropriate drug treatments.
- Fostering community relations with a wide range of citizens while educating them on medical issues and fire emergencies as a representative of the City of Dallas.

South Dallas Patrol Officer/Armed Security Officer

Securitas - Dallas, TX

June 2007 to January 2010

- Responsible for answering alarms anywhere in the DFW including weekend night shift.
- Average response time to dispatched alarms 15 minutes.
- On duty as armed Security at Kroger 528 during night shift; made four arrests preventing shoplifting and disorderly conduct.
- Disrupted several potentially volatile situations to employees and customers with high level of attention to detail and proper appearance.
- Documented praise by customer for improvement in security during shift while on inspection; several others undocumented.

Help Desk Technician

State Farm ISC - Irving, TX
April 2006 to August 2007

- Responsible assisting State Farm Agents with licensing regulations within their individual state.
- Required advanced knowledge of operating systems, office programs, and great communications skills.
- Updated Agents with their licensing laws before state auditing dates.
- Average Handle Time between 5 minutes to 7 minutes per call handling 20-35 calls per day.

Application Specialist Contractor

FEMA - Baton Rouge, LA
2005 to 2006

- Assisting hurricane victims into assigned travel trailers and mobile homes through the Transitional Housing Department in FEMA.
- Delivering living kits to travel trailers in numerous travel parks containing FEMA trailers.
- Required personal communications skills, listening skills, and organizational skills in intense environments.
- Average work week between 60-70 hours between the Joint Field Office and driving to different travel trailer locations within the state of Louisiana.

Help Desk Technician

Decision One - College Station, TX
2002 to 2004

- Responsible for assisting customers over the phone with technical support issues, troubleshooting computer and web browser errors on various contracts.
- Required advanced knowledge of operating systems, office programs, and great communications skills.
- Working as higher-level technician and train new and subordinate employees.
- Average Handle Time between 5 minutes to 7 minutes per call handling 20-35 calls per day.
- Earned recognition from Account Managers for solving countless customer issues.

Supply Specialist

Texas Army National Guard - Bryan, TX
1997 to 2002

- Served in Quartermaster Corps for most of the 4/112th Armor division.
- Held accountable for supplying equipment, food, and medical aide to soldiers in the field or on post in training for more than 500 soldiers.
- Applied computer related knowledge in programs that supported various missions in maintaining smooth supply chains.
- Earned Army Service Ribbon

Pharmacy/Hospital General Assistant

Terrell Community Hospital/Renaissance Hospital - Terrell, TX
1993 to 1999

- Assisted pharmacist with the proper inventory and stocking of ordered medications.
- Responsible for stocking other medical supplies around the hospital as needed.
- Transported patients to appropriate locations within the hospital.

- When available assisted emergency room staff with stocking medical supplies, linens, and other miscellaneous needs pertinent to ER functionality.

Education

Bachelor of Science in Bioenvironmental Sciences

Texas A&M University - College Station, TX

2003

Skills

- Sales Experience
- Driving