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**DISASTER / EMERGENCY PREPAREDNESS QUALIFICATIONS**

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Firefighter I  
HazMat Technician  
Certified First Responder  
B.S. Degree: Disaster and Emergency Management  
Board Member: Fire Service Women of New York State  
Phoenix Firecamp Staff Coordinator

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**EDUCATION**

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**Rochester Institute of Technology, Rochester, NY**

- Bachelors of Applied Arts and Science 2011  
Received "Highest Honors" designation
- Disaster and Emergency Management Certificate 2009

**Courses:** Earth Science, Man-Made Hazards, Emergency Preparedness Law, Emergency Planning and Methodology, Counter-Terrorism for the First Responder, Emergency Operations.

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**PROFESSIONAL EXPERIENCE**

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**Firefighter / HazMat Technician / Medical Responder**

Xerox Corporation, Webster, NY 1998 - 2011

As industrial fire fighters supporting over 6,000 employees on the Webster campus, our fire department responded to incidents of smoke and fire, flooding, hazardous material spills, motor vehicle accidents, confined space rescue and medical emergencies.

- Captain of an on-site Medical Emergency Response Team, consisting of 12-15 members. Coordinated annual training, team member inoculations and OSHA compliance, and medical equipment upkeep and inventory.
- Collaborated on Business Resumption planning team to analyze scenarios and create tactical plans for potential on-site disasters or flu pandemic.
- Using a modified Incident Command System, deployed with a team of Joint Terrorist Task Force, State Police and FBI as entry support personnel in the search for a shooting suspect on the Xerox Webster campus.
- Received an "outstanding dedication to service" award in 2008 for response and training attendance.

## LUANN D. WILKINSON

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<http://www.linkedin.com/in/luannwilkinson>

### Systems Analyst

Xerox Corporation, Webster, NY

1994 - 2000

Job responsibilities included the day-to-day support and maintenance of employee and computer center data and network operations.

- Studied, implemented and maintained several uniquely different computer technologies and operating systems: Star/GlobalView - the original GUI developed by Xerox PARC; Unix OS; Microsoft Windows; Novell, Data General. Supported several Xerox sites throughout Rochester, NY, El Segundo, CA and Welwyn Garden City, UK. Maintained a 90%+ satisfaction rate as judged by 300+ Xerox employees worldwide.
- For two years prior to the millennium date rollover: researched, scheduled and implemented hardware, firmware and software installs for Y2K mitigation in a computer center supporting a 300+ employee base. As a result, only one printer had a small glitch resolved by power cycling it.

### Volunteer Staff Coordinator

2006 - 2012

Phoenix Firecamp, sponsored by Fire Service Women of New York State (a non-profit organization), is an annual week-long training camp for young women 14-19 years old interested in Firefighting and EMS services. Our organization has recently been awarded the Tony Pini Diversity & Inclusion Awards.

- Recruited Fire and EMS personnel to fill Phoenix Firecamp staffing positions in instruction and counseling.
- Secured staff housing through the local Community College in Utica.
- Designed our original website, FSWNYS.org, to communicate with North East, United States, area youth and their families about our program.

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### PROFESSIONAL CERTIFICATIONS/TRAINING

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| • State of New York Basic Firefighter                            | 2003 |
| • State of New York Hazardous Materials Technician               | 2003 |
| • State of New York Intermediate Firefighter                     | 2004 |
| • State of New York Domestic Preparedness to Radiation Incidents | 2005 |
| • FEMA ICS-100 Introduction to the Incident Command System       | 2006 |
| • FEMA ICS-200 Single Resources and Initial Action Incidents     | 2006 |
| • FEMA ICS-700 National Incident Management System (NIMS)        | 2006 |
| • State of New York Introduction to Fire Officer                 | 2007 |
| • HIT Pro (Health Information Technology) Implementation Manager | 2013 |
| • HIT Pro Implementation Support Specialist                      | 2013 |

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### COMPUTER CERTIFICATIONS

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| • CIW (Certified Internet Web) Professional | 2001 |
| • CompTIA i-Net+ Certified Professional     | 2007 |