

Lon Hanson  
2763 Wellington St  
Duluth, MN 55806  
218-428-5411 Lon@TwinPorts.me

### Objective

To become more involved in local government.

### Dispatch Skills

- Gather information on 12,500 incoming 911 and administrative calls from reporting parties with varying levels of cooperation, assess the severity of the situation, and assign the appropriate police, fire and/or ambulance.
- Dispatch 6,500 incidents to 140+ user agencies in St. Louis County while seamlessly coordinating with other law enforcement agencies, medical helicopters, utility companies, and public works departments.
- Simultaneously dispatching agencies on multiple radio channels while handling incoming phone calls.

### Management Skills

- Managed a small business office with 2-3 employees and 5-10 independent contractors and trained all new employees.
- Drafted and signed contracts, leases, and work orders.
- Created, scanned, and organized files to increase accessibility.
- Assigned and scheduled vendors, contractors and supplies on 50 homes and multi-unit buildings.

### Customer Service

- Coordinated the advertisement, leasing, and maintenance activities of 150 rental units, 40 owners, and 300 tenants.
- Successfully diagnosed customer's problems through varying emotional states using effective call taking skills.

### Computer Skills

- Setup and repaired computers and peripherals for 15 years for personal and small business systems including 25 real estate professionals, 6 small businesses, and 20 personal computers.
- Trained groups and individuals on the use of their computers, smart phones, cell phones, real estate industry programs, and software.
- Implemented domain based email services using Google Account Services and web hosting for 10 users.

### Sales Skills

- Contributed to increasing sales volume for an area top 10 real estate team for 5+ years and \$50 million through client acquisition, follow up, and sales.

### Work History

Emergency Communication Specialist - St. Louis County - 3 years

REALTOR - 10 years

Property Manager - Team Swor Property Management - 4 years

Phone Tech 1/Customer Service - Dobson Communication - 1 year

Telephone Sales Rep - Innovative Marketing Strategies - 1 year

### Education, Training, Awards, and Affiliations

2015 Crisis Intervention Training

2014 UMD Police Department - active shooter training role playing

2013 Life Saver Award - 911 Communications

2003-2013 Real Estate Sales Agent License

2002-2003 Lake Superior College - 23 Credits

2000-2003 Denfeld Competitive Show Choir

1999-2003 Denfeld Competitive Mock Trial Team

1998-2002 Denfeld Competitive Speech Team

1998-2002 Denfeld High School - High School Diploma

### References

Ryan Stauber - coworker - 218-390-7815

Michelle Lyons - Broker/Owner Port Cities Realty - 218-348-6143