

Candidate Statement:



Hi, My name is Karin Marquez and I lead Customer success at RapidSOS. I am excited to be running for Private Sector Director to represent the industry partners while always keeping in mind those that are on the front lines.

I have seen so many changes over the years and this is by far the best time to be in 9-1-1 on both the private side and within the center. Change is happening, let's move together. I would be honored to have your vote to serve as the Private Sector Director.

Bio:

Karin began her career in public safety communications in 1997 as a dispatcher at a one position PSAP. After working there for two years dispatching Police, Fire and EMS, she moved on to a medium sized PSAP next door. In 2000 her agency was in the process of replacing the CAD System, Karin had the opportunity to be a trainer on this new system, working with the CAD Vendor through the configuration process with her team. This was her first introduction to how a system is built for an agency and had a voice into how the agency would use it as well.

In 2004 she was promoted, becoming a supervisor but always continuing to cover shifts on the console as well. As a supervisor, Karin had numerous responsibilities including responsibility for some of the Technical systems used in the Center such as CPE, CAD and Logging recorder.

She had the opportunity to participate in many user groups and industry advisory boards for some of the top 9-1-1 industry software providers. What she loved the most about these opportunities was bringing the front-line user needs to the right people to drive enhancements.

This provided the best networking and learning opportunities over the years and she is grateful for the connections made from both the private and public sector over the years.

She continues to learn from the amazing 9-1-1 industry through her work as Director of Customer Success at RapidSOS. Partnering with Emergency Communication Centers and industry partners all across the United States.