

Jake E. Carroll

Executive Summary

Emergency Medical Services career began in 1986 after completing an EMT – Ambulance course and progressing to earn an EMT-IV (Intravenous Therapy) license permitted volunteering for services and other industries. Hired full-time by municipal fire department and subsequently licensed as a paramedic. Provided paramedic level of care through the 911-only service to those in need. Proceeded to train and mentor other care providers in EMS related courses, and in some cases exceeding the average national pass rate standards by 30%. Extensive involvement with Critical Incident Stress Management working with responders and victims of devastating events such as tornadoes, floods, child deaths, and other sufferings. Part of Emergency Management Team that manages and coordinates major events impacting life and property.

Throughout career served on local, state, and international boards and committees. Have been involved with litigation support through depositions and court testimony appearances for both plaintiffs' and defendants' cases. The Master's Degree in Business partnered with the earned Doctorate Degree provides the knowledge and skills needed to research, analyze, benchmark, interpret, and then communicate the findings that are well documented and supported. Recognized for 20 years of continuous certification as a National Registry of Emergency Medical Technicians - Paramedic.

Qualifications

National Emergency Medical Services Educators Association Instructor Course

International Trauma Life Support, Inc. – International Office Finance and Conference Planning Committees.

International Trauma Life Support, Inc. - Tennessee Chapter Board Chairman, Advanced Instructor and Provider

Pediatric International Trauma Life Support Provider and Instructor

American Heart Association:

Basic Life Support (BLS-CPR) - Regional Faculty, Instructor, and Provider

Advanced Cardiac Life Support (ACLS) – Regional Faculty, Instructor, and Provider

International Critical Incident Stress Foundation (ICISF) - Critical Incident Stress Management Counseling Courses

Federal Emergency Management Agency Courses:

- 15A Special Events Contingency Planning for Public Safety Agencies
- 100 Introduction to Incident Command System
- 139 Exercise Design
- 200 ICS for Single Resources and Initial Action Incidents
- 230 Fundamentals of Emergency Management
- 235 Emergency Planning
- 240 Leadership and Influence
- 241 Decision Making and Problem Solving
- 242 Effective Communication
- 244 Developing and Managing Volunteers
- 300 Intermediate ICS for Expanding Incidents
- 400 Advanced ICS, COML
- 700 National Incident Management System, Introduction
- 800 National Response Framework, Introduction

National Safety Council:

Driver Improvement Programs Instructor Trainer (Defensive Driving)

Principles of Occupational Safety and Health Course – National Safety Council, Former Trainer

Occupational Safety and Health Administration (OSHA) 501 General Industry Trainer – Expired June 2004

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Education:

Doctorate in Theology, Cum Laude, Covington Theological Seminary, Ft. Oglethorpe, GA
Master's in Business Administration, Liberty University, Lynchburg, VA
Bachelor of Ministry, Magna Cum Laude, Covington Theological Seminary, Ft. Oglethorpe, GA
Paramedic Training, Chattanooga State Community College, Chattanooga, TN
Emergency Medical Technician - IV Training, Tennessee Technological University, Cookeville, TN

Licenses and Certifications:

National Registry of Emergency Medical Technicians - Paramedic
State of Tennessee Department of Health Paramedic License
State of Tennessee Department of Health EMT/ Instructor Coordinator License
State of Tennessee Department of Safety Commercial Driver's License, Class B, Endorsement P
State of Tennessee Licensed Defensive Driving Instructor
State of Alabama Department of Health Paramedic License
FCC Amateur Radio License, Technician Class Certified Radio Operator

Employment

2007 – Present

Benchmark EMS, Inc; Maumelle, AR
Position: Vice President – Chief of Operations

- Conduct courses of instruction in basic and advanced courses
- Design and deploy EMS related courses
- Provide Legal Expert Witness Opinions and Testimony as needed for medical/legal cases.
- Lead training programs
- Assist the President/CEO in company future planning and opportunity assessments

2004 – Present

Johnson Service Group
Position: TVA – Emergency Response Training Center, Staff Augmented Consultant III

- TVA First Aid/CPR/AED Program redesign including leadership training, development, mentoring, and supervision of all other First Aid/CPR/AED instructors throughout TVA. Revised program continues to grow as demand increases with student and management positive feedback.
- EMS Program Instructional development, delivery and evaluation for use at nuclear power generation facilities to licensed personnel.
- Plan and Conduct live drills and exercises.
- Lead Classroom Trainer for multi-week initial courses maintaining a 30% above average pass rate on National Credentialing Exams for licensure for over 10 years.
- Unescorted Nuclear Access maintained 2005 – 2007 (currently escorted access)
- Certified TVA Instructor plus several Subject Matter Expert Credentials
- TVA Fire Brigade Member Credentialed
- Assisting Instructor for TVA Fire Brigade Member Courses
- Assisting Instructor for TVA Incident Command System Courses

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1991 - Present

Tennessee Safety and Health Council, Inc.; Chattanooga, TN

Current Position: Contract Instructor Trainer, formerly Program Manager

- Provided train-the-trainer courses for OSHA and National Safety Council Courses.
 - Fork-lift safety, Fall Protection, Rigging, Electrical, Clearance Procedures, Accident Investigation, Job Performance Analysis, Ergonomics, etc.
 - Principles of Occupational Safety and Health; Safety Training Methods - NSC
- Provided consultation for pre-regulatory inspection and compliance.
- Spearheaded the installation of state-wide teenage defensive driving program. Developed leadership, instructors, and established state-wide programs. Student and parent feedback indicated increased safer driving habits.
- Implemented Back Injury Prevention Programs to realize a decrease in back injuries for two 800+ employee companies.
- Established and maintained First Response Teams
- Improved performance and efficiency of processes and increased profits.

1992 - Present

Hamilton County Emergency Services; Chattanooga, TN

Positions: Assistant Chief Command Post/Field Paramedic/ Training Division/ Chaplain

- Provide Paramedic Level Advanced Life Support to those suddenly injured and ill.
- Conduct regular training opportunities for personnel.
- Lead an orderly approach to emergency situations in a variety of situations
- Manage multiple conflicts of numerous origins and scenarios
- Provide critical incident stress counseling
- Establish Communications for field operations in emergent and planned events.
- Supervise Command Post Operations and Emergency Operations Center staff providing call taking and dispatch of resources.
- Provide training on multi-channel radio equipment and operating procedures

2006 – 2015

Chamberlain Memorial Baptist Church/ The Access Church; Chattanooga, TN

Position: Senior Pastor, Chief Executive Officer

- Church Plant from Chamberlain Memorial Baptist Church by leading the 104 year congregation to re-invent and re-establish with a fresh new vision, focus and purpose with the rebranding to The Access Church. Perform all pastoral functions of the church including Ministry and Chief Executive Officer functions.
- Minister to those in need, challenge the congregation in Christian growth, seek God's direction for the church, and reach the community for Christ.
- Lead the partnership with local law enforcement, fire, and emergency services agencies, home school groups, school groups, men's basketball league, church plant initiatives, homeless ministry, and other encouragement and outreach groups.
- Initiated a Healthy Living emphasis on physical, spiritual, and emotional health including hosting a regional conference.
- Manage staff and volunteers alongside church leadership in all areas of ministry and oversee all of the church business affairs.
- Served multiple Non-Profits as CEO for over 15 years.

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2014 – 2015

Tennessee Temple University; Chattanooga, TN
Position: Adjunct Instructor, College of Business

- Instruct students in assigned course - International Business
- Spearheaded a hybrid online and classroom course in addition to teaching an online only course.
- TN Temple merged with Piedmont International University closing this opportunity.

2000 – 2005

Chattanooga State Community College
Position: EMS Program Clinical Coordinator/Adjunct Faculty

- Supervise and mentor EMS students in clinical experience.
- Coordinate scheduling and course progression for up to 160 students completing 72 – 550 hours of clinical experience.
- Liaison between multiple clinical sites and school.
- Prepare students for state and national credentialing and licensing examinations.

1989 – 1992

Chattanooga Fire Department
Position: Paramedic/Firefighter

- Provide Paramedic Level Advanced Life Support to those suddenly injured and ill.
- Lead an orderly approach to emergency situations in a variety of situations.
- Fire Ground Safety and Mitigation
- Fire Response Team Member, Hoses, SCBA's, Apparatus, and other equipment.

Professional Skills

- Credentialed Educator and Talent Mentor of over 25 years
- Experienced in Conflict Management and Resolutions
- Specialized training and experience in Critical Incident Stress Management
- Supervision experience includes subordinates and peer team members for over 25 years

Experience, Affiliations, and Awards

International Trauma Life Support Conference, Vancouver, Canada

Speaker: "Critical Thinking"

Southeast TN EMS Director's Conference, Chattanooga, TN

Speaker: "EMS Response to Radiological Emergencies"

Southeast TN EMS Director's Conference, Chattanooga, TN

Speaker: "Responding to Critical Incidents"

Smokey Mountain Conference, Pigeon Forge, TN

Speaker: "Instructional Effectiveness"

Tennessee Emergency Medical Services Educators Association – Member

Medical Call of the Year – 1991, Chattanooga Fire Department

Trauma Call of the Year – 1994, Hamilton County EMS - Tennessee-Georgia BTLs Consortium

National Registry of Emergency Medical Technicians recognition on 20 consecutive years of certification

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