



# SHALISHA R. PRESTON

---

## CONTACT

📍 Clearwater, FL 33767  
☎️ 727.519.5822  
✉️ [spreston@sunstarems.com](mailto:spreston@sunstarems.com)

---

## EDUCATION

- Master of Science,  
Organizational Leadership
  - Bachelor of Science,  
Emergency Response  
Management
  - Associate of Science,  
Paramedic Science
- 

## SKILLS

- Relationship Development &  
Collaboration
- Program & Project  
Implementation
- Curriculum Design &  
Instruction
- Data Management &  
Reporting
- Community Outreach &  
Stakeholder Relations
- Servant Leadership & Team  
Building
- MS Office Suite, 9<sup>th</sup> Brain, &  
SAMSARA

## PROFESSIONAL SUMMARY

Accomplished, compassionate, results-oriented Director of Operations with 20+ years of experience in the Emergency Medical Services industry, 6+ years of that time driving operational excellence and strategic growth. Proven ability to lead/motivate high-performing teams with expertise in fostering a positive/engaged workforce and improving operational/clinical training programs. Currently in the Director of Operations position at Sunstar Paramedics to leverage expertise and leadership skills to significantly impact organizational performance, culture, and strategic objectives.

---

## EXPERIENCE

### **Director of Operations | Sunstar Paramedics**

November 2024 – Present

### **Operations Manager | Sunstar Paramedics**

October 2022 – November 2024

### **Director of Clinical Services | Three Rivers Ambulance Authority**

October 2021 – October 2022

### **Education Coordinator | Three Rivers Ambulance Authority**

January 2018 – October 2021

### **Paramedic/FAO | Three Rivers Ambulance Authority**

October 2009 – January 2018

### **Paramedic/FTO | Sunstar Paramedics**

August 2003 – October 2009

---

# WORK ACCOMPLISHMENTS

## **DIRECTOR OF OPERATIONS | SUNSTAR PARAMEDICS**

- Develop and execute strategic plans for service delivery, optimizing resources allocation and ensuring adherence to all local, state, and federal laws, as well as regulatory guidelines (SOPs), EMS rules and regulations, ambulance service agreement for Pinellas County, state and county regulations, HIPAA, and OSHA.
- Provide oversight of the operations team to coincide with operational goals/vision, organizational strategic planning, and culture.
- Disposition and execute coaching and discipline for organization's workforce.
- Ensure compliance with accreditation standards (CAAS, CAMTS, and ACE) by promoting high quality effective patient care and patient experience.
- Serve as a key liaison between the organization, hospitals, and other public safety agencies, building and maintaining strong collaborative relationships within Pinellas County.
- Lead bi-monthly operations meetings, driving alignment and collaborative problem-solving/information sharing with the department directors, shift commanders, and operations team.
- Contributes to or ensures contract requirements are met while managing within budget parameters.
- Responsible for system planning, both long term and short term, associated with assigned areas
- Responsible for meeting or exceeding the operation's annual goals/objectives within given time frame and contributing to performance scorecard measures
- Establish and maintain on-going positive relationships with community members, local government officials, first responder agencies, hospital administrative personnel and other stakeholders as appropriate and enhance the company standing in the community and industry
- Deliver service excellence by responding promptly to requests and fostering interdepartmental collaboration.
- Model ethical leadership by safeguarding confidentiality and promoting fairness in all organizational practices.
- Serve as a member of the Leadership Pinellas Class of 2026

## **OPERATIONS MANAGER | SUNSTAR PARAMEDICS**

- Coordinate/manage emergency medical services daily operations and system planning, which includes three deployment locations, 12 full time field operations supervisors, 12 full time assistant field operations supervisors, two shift commanders, and 700+ employees.
- Collaborate with Director of Operations to develop and execute strategic plans for service delivery, optimizing resources allocation and ensuring adherence to all local, state, and federal laws, as well as regulatory guidelines (SOPs), EMS rules and regulations, ambulance service agreement for Pinellas County, state and county regulations, HIPAA, and OSHA.
- Determine Supervision promotions to coincide with operational goals/vision, organizational strategic planning, and culture.
- Disposition and execute coaching and discipline for organization's workforce.
- Collaborate to assist in compliance with accreditation standards (CAAS, CAMTS, and ACE) by promoting high quality effective patient care and patient experience.
- Successfully manage the resolution of service-related complaints and/or questions regarding services provided to outside stakeholders and community members, enhancing customer satisfaction and organizational service excellence.
- Assist in bi-monthly operations meetings, driving alignment and collaborative problem-solving/information sharing with the department directors, shift commanders, and operations team.
- Successfully manage the promotion, team building, and individual development of the operations team, creating a high-performing and cohesive work environment that also impacts the Sunstar workforce.
- Restructured the Supervisor training program to improve knowledge, retention, and processes, with the goal of creating culture change agents at Sunstar.
- Leadership Circle leader, provide quarterly leadership training to all personnel in leadership roles, including key leadership positions.
- Collaborate with SafeTech Solutions and other members of the Leadership Circle at PCLS sister operations quarterly.
- Work tirelessly to support and promote the organization's Mission, Vision, and CAREPLUS values.

## **DIRECTOR OF CLINICAL SERVICES | THREE RIVERS AMBULANCE AUTHORITY**

- Fronted the transformation of the company culture to an employee-centered model, focused on empathy, trust, transparency, and accountability.
- Successfully managed all internal and external audits, collaborating closely with the Medical Director to ensure compliance.
- Created and implemented innovative employee recognition initiatives, to boost workforce morale and retention.
- Directed all patient care programs, collaborating effectively with the Medical Director to ensure high-quality care and optimal patient outcomes.
- Spearheaded the development and implementation of the "Earn While You Learn" EMT program, enhancing workforce recruitment and career development, with 100% pass rate of National Registry testing.

- Managed compliance regarding clinical, operational, and safety/risk management policies/procedures.
- Served as the Safety Manager to direct safety initiatives to ensure full OSHA compliance and foster a culture of workplace safety and accountability.
- Effectively managed the SAMSARA dashboard for workforce collaboration with field operations supervisors, focusing on safety culture and workforce coaching.
- Developed and presented QA reports involving clinical and operational data.
- Led monthly QA meetings involving executive directors, directors, Medical Director, local FD, and local hospital administrative personnel, driving improvement in patient treatment modalities and clinical outcomes in collaboration with outside stakeholders.

#### **EDUCATION COORDINATOR | THREE RIVERS AMBULANCE AUTHORITY**

- Implemented First Pass
- Enhanced the PatientCare App for our employee workforce.
- Developed The Clinical Current newsletter to provide additional clinical education to the employee workforce.
- Co-created the TRAA Connection Card to enhance mental health awareness and resource access to employee workforce.
- Implemented the Stork Award initiative in conjunction with State EMS.
- Developed Field Training Officer curriculum to provide FTOs the ability to improve as educators and evaluators as well as how to provide a more robust organizational experience for employees in training.
- Managed all community outreach programs.
- Developed improved formatting of medical standing orders to improve medication administration efficiency and decrease medication errors, especially in pediatrics.
- Restructured CE delivery/curriculum to support the growth of scope of practice in the state of Indiana for BLS providers as well as enhance knowledge and application of ALS level care.
- Served as AHA (American Heart Association) faculty, overseeing multiple AHA Training Sites.
- Spearheaded collaboration with local FD administration to create their AHA Training Site under the TRAA AHA umbrella to collaborate with Fort Wayne, IN Mayor Henry's agenda initiatives.
- Primary Instructor in providing EMT courses for local FD during their recruit academies in conjunction with the ambulance service agreement, resulting in a 100% pass rate x 3 years of National Registry testing.