

## OAS' Subsidiary Technical Group on Emergency and Security Systems (STG-ESS)

### Webinar Exchange on: Emergency Response to Situations of Violence Against Women and Domestic Violence

Wednesday, November 29<sup>th</sup> and Thursday, November 30<sup>th</sup>, 2023

## MODERATOR'S AND PANELISTS' PROFILES

### PANEL 2: OPERATOR'S EXPERIENCES

#### MAYRA VASQUEZ (Moderator)



Expert in Gender Violence.

Lawyer, with 12 years of experience in the public, private and civil society sectors. She held positions related to the eradication, protection, and reparation of victims of violence.

She worked in the Secretariat of the State Attorney General's Office in the Comprehensive Care Service (SAI). She was a principal member of the Metropolitan Board for the Protection of the Rights of Children and Adolescents of Quito.

At the Secretariat of Human Rights, she was the specialist in assistance, special protection, and reparation for victims of violence. She served as Director of the National System for the Eradication, Prevention and Monitoring of Violence at the Ministry of Women and Human Rights.

She has provided legal advice to the National Group Patria Joven (Young Homeland), the Federation of Indigenous Residents in Pichincha (FIERPI), and the Corporation for Promotion and Social Development UTOPIA.



#### RAQUEL MORA LOPEZ

Telephone Operator of the 9-1-1 Emergency System of Costa Rica. She also serves as a trainer for both new staff and emergency dispatchers.

She was previously a volunteer lifeguard for the Costa Rican Red Cross. She also worked as a quality inspector at Cytac Surgical Product. She began her work experience as an outpatient consultation secretary at the National Children's Hospital.



She is a Quality Control Technician from Fidelitas University, and a Customer Service Executive from the National Learning Institute (INA). She took courses in first aid and air emergencies.



**FAUSTO ALPALA SOTOMAYOR**

Zonal Operations Evaluator and Call Operator in the ECU 911 Integrated Security Service (SIS ECU 911).

Responsible for the attention and redirection of emergencies in the ECU 911 Integrated Security Service (SIS ECU 911).

Previously, he was an Operator Technician at 360 Life Technologies, and Nursing Assistant.

He has a Bachelor's degree in Computer Science.