

Nazzaro Bio Versions



Melissa Nazzaro was hired as the Massachusetts Statewide Interoperability Coordinator (SWIC) in October of 2017, where she works alongside members of the Commonwealth's Interoperable Communications Bureau on specialized projects like Public Safety Broadband and the Statewide Radio System enhancement and expansion. Prior to holding the SWIC position, Melissa served as the Dispatch Director for the City of Springfield, MA managing police and fire civilian communications centers for the third largest City in the Commonwealth. Melissa was also the Vice Chair for Massachusetts' Western Region Homeland Security Advisory Council and the Chair of the region's Interoperability Subcommittee. She held a voting position with the Commonwealth's SIEC Executive Management Committee for over 10 years, where she worked on the development of policy and programs in support of interoperability in Massachusetts.

Prior to her tenure with the City of Springfield, Melissa was the Administrator for the City of Northampton, MA Public Safety Communications Center, having been promoted through the ranks from her initial position of Public Safety Dispatcher/911 Operator. Since her hire into the Dispatch profession in 2000, Melissa has experienced the transition through three 9-1-1 systems in Massachusetts, most recently converting to a fully IP based NG911 system, deployed throughout 100% of the Commonwealth in 2016/17.

Melissa is the proud mom to two high spirited, outspoken sons, ages 7 and 12. She lives in rural western Massachusetts, closer to Albany NY than Boston. She considers herself an export of New Jersey, where she was born and raised until attending college. Melissa attended Colgate University in central NY for two years, finally graduating from Mount Holyoke College in MA several years later. She then earned her Master's in Public Policy and Administration from UMASS Amherst.

Melissa can be reached at Melissa.Nazzaro@mass.gov.