

Shawn C. Sutton

Henryetta, OK | Remote-Ready

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Professional Summary

Adaptable operations professional with 15+ years of experience in logistics coordination, fleet operations, and utilities location. Skilled in interpreting technical data, managing digital systems, and translating field diagnostics into clear, actionable reports—mirroring Tier 1 IT support and help desk functions. Known for delivering real-time resolutions, improving documentation workflows, and leading safety-conscious field teams. Currently pivoting into IT support with hands-on technical troubleshooting experience and certifications in progress.

Experience

Municipality Utilities Locator – City of McAlester, McAlester, OK (Sept. 2024 – Feb. 2025)

- Interpreted utility schematics and GIS data to locate underground electric, water, sewer, and storm infrastructure
- Used electromagnetic locators, multimeters, and mobile GIS tools to confirm asset positioning
- Collaborated with crews and contractors to schedule locates and provide live guidance on-site
- Documented all findings using 811-compliant ticketing systems and mobile reporting tools
- Provided safety briefings based on site conditions, enhancing team awareness and compliance
- Flagged discrepancies in maps and coordinated updates with engineering teams
- Created detailed digital reports for audits and internal communication—mirroring IT service logs

Logistics Coordinator – Basin Transportation, LLC, McAlester, OK (Dec. 2003 – June 2024)

- Oversaw daily dispatch operations using McLeod TMS and Rand McNally telematics
- Leveraged GPS and sensor data to resolve route delays and prioritize urgent loads
- Maintained accurate digital manifests, delivery logs, and driver records
- Onboarded and supported drivers with walkthroughs of key systems and protocols
- Produced performance reports and flagged trends in fuel usage, downtime, and route efficiency
- Acted as communication bridge between field teams and leadership for timely updates

Utilities Locator – USIC, Tulsa, OK (Oct. 2021 – Nov. 2023)

- Conducted field-level diagnostics using electromagnetic tools and schematics
- Prioritized and resolved 811 locate requests in real time to support excavation safety
- Created clear reports with visuals for contractors, improving response times and clarity
- Collaborated with stakeholders to escalate complex locates and verify compliance
- Applied structured safety protocols and troubleshooting logic in dynamic environments

Orientation Supervisor → Fleet Manager → Driver – Melton Truck Lines, LLC, Tulsa, OK (July 2013 – July 2021)

Orientation Supervisor – Flatbed Operations

- Led onboarding and safety training for new drivers, focusing on load securement and regulations

- Provided Tier 1 support for systems like ELDs and Qualcomm—troubleshooting setup and access issues
- Maintained training logs and facilitated smooth tech adoption across teams
- Partnered with dispatch and safety staff to improve support workflows

Fleet Manager

- Managed preventive maintenance schedules, service tickets, and compliance documentation
- Used AS400 and Qualcomm tools for diagnostics, fleet reporting, and vendor coordination
- Analyzed telematics to minimize downtime and support audit readiness
- Created operational dashboards for leadership decision-making

Driver – Flatbed Operations

- Operated regional flatbed routes, managing logs and telematics data with precision
- Performed safety checks and reported technical issues for maintenance
- Collaborated with dispatch to ensure timely and compliant freight delivery

Core Competencies

Field Diagnostics & GIS Tools • Help Desk Reporting Logic • Ticketing Systems & Mobile Apps • Dispatch & Fleet Coordination • Training & User Onboarding • Digital Compliance Tracking • Safety & Regulatory Knowledge (811, OSHA, DOT) • Systems: McLeod TMS, Qualcomm, AS400, GPS/Telematics

Education & Certifications

- CourseCareers – Information Technology (In Progress)
- CompTIA A+ Certification (In Progress)