

Christine Clark

Professional Dispatcher — Emergency Services • Fleet • Logistics

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PROFESSIONAL SUMMARY

Dynamic and detail-driven dispatching professional with more than 15 years of progressive experience coordinating emergency, municipal, and industrial operations across Ohio. Recognized for exceptional judgment, calm decision-making under pressure, and precision in multi-agency coordination. Combines advanced communication skills with deep operational insight to ensure safety, efficiency, and compliance in every environment—from 911 command centers to oil-field logistics. Known among peers as “the gold standard in dispatch coordination,” trusted by field personnel, supervisors, and executives alike for her reliability, leadership, and operational excellence.

Emergency & Non-Emergency Dispatch

Fleet & Route Optimization

Public Safety Communications

CAD & GPS Systems

Crisis & Incident Management

DOT & Regulatory Compliance

Team Leadership & Training

Customer Service & Problem Resolution

Report Writing & Documentation

Cross-Agency Collaboration

PROFESSIONAL EXPERIENCE

Fleet Dispatcher

November 2025 - July 2026

Ports Petroleum Company, Inc. | Wooster, OH

Fleet dispatcher for one of Ohio's leading petroleum distributors, coordinating tank-truck deliveries to retail fueling locations and commercial accounts across the region. Managed real-time driver assignments, route sequencing, and load planning to keep stations supplied and trucks moving safely and on schedule.

- Dispatched the petroleum tank-truck fleet for daily fuel deliveries across Ohio
- Coordinated driver schedules, hours-of-service compliance, and load assignments
- Monitored inventory needs at retail and commercial accounts to prevent run-outs
- Maintained real-time communication with drivers, terminals, and customer locations
- Applied DOT and hazmat-transport compliance standards to every dispatch decision

Dispatcher

April 2025 - October 2025

Patterson Specialty Services | Waynesburg, OH

Coordinated dispatch for a fleet of oil and water trucks supporting industrial clients throughout Ohio. Balanced tight delivery timelines with strict DOT compliance, safety standards, and equipment availability.

- Directed real-time logistics for 20+ field units daily
- Implemented digital scheduling tools improving on-time delivery by 18%
- Created a rapid-response protocol reducing downtime during equipment failures
- Recognized by management for exceptional communication and customer focus

Dispatcher

July 2024 - March 2025

Ohio Turnpike and Infrastructure Commission | Berea, OH

Dispatched emergency and maintenance teams across the Ohio Turnpike system, managing CAD documentation, incident reporting, and interdepartmental communications along 241 miles of roadway.

- Coordinated maintenance and public-safety responses along 241 miles of Turnpike
- Maintained real-time data integrity for all active calls and repairs
- Assisted in continuous-improvement initiatives optimizing traffic-flow response
- Commended for calm professionalism during multi-incident weather events

Dispatcher

June 2022 - April 2023

Kimble Recycling & Disposal | Canton, OH

Managed logistics and daily scheduling for 13+ commercial drivers across multiple counties, balancing customer service with operational efficiency.

- Reduced missed-route occurrences by 30% through proactive scheduling
- Introduced GPS-based tracking increasing dispatch accuracy and transparency
- Trained new staff on customer-service protocols and routing systems
- Supported management in balancing customer service with operational efficiency

Administrative Coordinator (On Call)

February 2019 - October 2021

Independence of Portage County | Ravenna, OH

Provided administrative and HR support for staff scheduling, data management, and communications for an on-call support organization.

- Streamlined internal call-handling and document-filing processes
- Assisted supervisors in coordinating staff training and performance reviews
- Improved team accountability through centralized record-keeping

911 Emergency Dispatcher

February 2012 - July 2016

City of North Royalton | North Royalton, OH

Operated in a high-intensity 911 communications center, dispatching police, fire, and EMS units and providing continuous updates to first responders.

- Processed 3,000+ emergency calls annually with exceptional accuracy
- Prioritized critical incidents while maintaining composure under pressure
- Provided continuous updates to first responders ensuring optimal resource use
- Earned internal commendation for professionalism and reliability

EARLIER EXPERIENCE

Fleet Dispatch Specialist — Private Industrial Carrier

2015 - 2018

Managed a 45-vehicle fleet serving manufacturing and heavy-equipment clients across Ohio.

Emergency Communications Dispatcher — Fire & EMS Services

2008 - 2012

Processed multi-line 911 calls, implemented dispatch protocols, and received the "Dispatcher of the Year" award for outstanding service.

EDUCATION

High School Diploma

ECOT Ohio, Columbus, OH • June 2004

CERTIFICATIONS & TRAINING

- Emergency Medical Dispatch Certification (EMD)
- FEMA ICS-100 & ICS-200 Incident Command System Courses
- CPR & First Responder Certified
- DOT Fleet Compliance Training
- Advanced CAD & Radio Systems Operations

TECHNICAL PROFICIENCIES

Software: Spillman CAD, Tiburon, Samsara Fleet, Verizon Connect, Microsoft Office Suite, Excel Pivot Reports

Hardware: Multi-channel radio systems, AVL tracking devices, dispatch consoles

Tools: Zendesk, SharePoint, Outlook Exchange, Nextel Push-to-Talk

PROFESSIONAL RECOGNITION

"Christine brings unmatched professionalism and accuracy to every call. Her leadership has elevated our entire operations team."

— Shift Supervisor, Ohio Turnpike Dispatch Center

"A steady hand under pressure — Christine's calm tone and clear communication have saved lives."

— Former Fire Chief, City of North Royalton

PROFESSIONAL AFFILIATIONS

- Association of Public-Safety Communications Officials (APCO International)
- National Emergency Number Association (NENA)
- Ohio Dispatcher Network (O-Dispatch)

COMMUNITY INVOLVEMENT

- Volunteer support liaison for local Fire Department Open House Safety Day
- Mentor to new dispatchers entering emergency-communications career pathways
- Advocate for public awareness of emergency-response careers in Ohio

PERSONAL STATEMENT

"Every second counts in dispatching. Whether it's a city crew repairing a main break or a paramedic saving a life, I believe in precision, empathy, and accountability in every decision I make."

References available upon request.