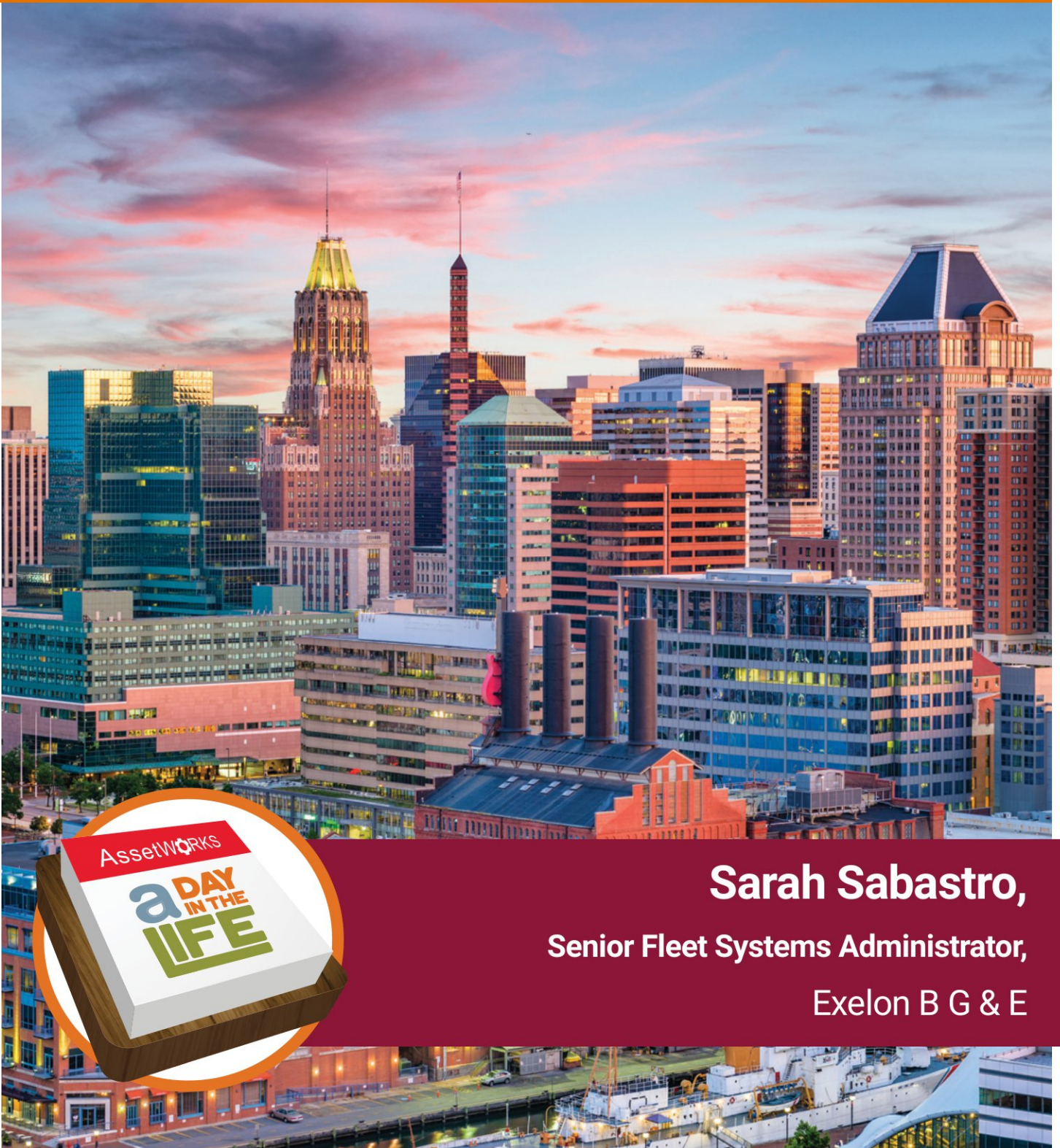


# A DAY IN THE LIFE OF...

## A SENIOR FLEET SYSTEMS ADMINISTRATOR



**Sarah Sabastro,**

Senior Fleet Systems Administrator,

Exelon B G & E

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## MEET SARAH SABASTRO, SENIOR FLEET SYSTEMS ADMINISTRATOR FOR THE FLEET ADMINISTRATION FOR EXELON B G & E.

Sarah has been working for Exelon Baltimore Gas & Electric (B G & E) in her current role for one year, but had previously served as a contractor for Exelon B G & E for two years. Her primary roles include solving software “lockouts, mileage issues and work order closures” within the fleet management system to help optimize the fleet’s workflows. At the same time, Sarah describes her interaction with AssetWorks software as “vital.” Her “access on my laptop and phone checking quality trends about 5 hours a day [analyzing] meantime to service, forecasting to a particular day and misses as reported in real numbers (new revolutions),” is critical to the successful utilization of FleetFocus day in and day out.



Speaking of days, would you like to take a closer look into a typical day in the office for Sarah and see how she solves daily issues and optimizes workflows for the fleet administration of Exelon B G & E?

You’re in luck. Welcome to a day in the life of a senior fleet systems administrator.

## BEGINNING OF THE DAY

As the Senior Fleet Systems Administrator, Sarah has a busy morning ahead of her when she arrives at work. To start things off, she needs to check the inbox for all eight of their fleet shops to check for out of service notices. Once she has gathered the necessary information, she meets up with Neil, the shop manager, to “do clean-up from 7-8am on the out of service notices” that she received.

### How many phone calls and emails do you get in a typical day?

Not to be outdone by the out of service notices, Sarah also receives about 20-30 emails/phone calls per day!

## USING ASSETWORKS FLEETFOCUS

Sarah uses FleetFocus on a daily basis to ensure optimum up-time for their fleet assets across the board. To assist her in this process, they added some high-functioning, powerful features to their fleet management kit, including Preventive Maintenance (PM) Forecasting and Out of Service Report for reporting Key Success Indicators (KSIs). These help to “monitor the time and mileage to increase life cycles, which is a key driver to standardize processes between companies.”

In order to keep furthering her education in the fleet management industry, Sarah is proudly a member of NAFA, and she reads magazines and articles from Maryland Fleet Engineers and Maryland Beltway. “They supply tons of white papers,” explains Sarah, “And I love to read.”

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## EXELON B G & E'S WORK ATMOSPHERE

Like most industries, fleet management requires all workers to be engaged and determined to find the best solutions possible. Fortunately for Sarah, the team she works with is no different. "They're supportive," said Sarah, "they are all technical shop mechanics and managers and work together on process improvements using FleetFocus."

As if they were well-oiled cogs in a machine, the shop mechanics and managers seamlessly work together for the shared goal of success with Exelon B G & E's fleet assets. By inputting their asset information into FleetFocus and using it to effectively close out work orders, PM reports and more, the team can rest assured that the data they need is managed and available whenever they need KSIs.



## A SURPRISING ASPECT OF THE JOB

To be an effective senior fleet systems administrator, Sarah must exceed expectations and demonstrate qualities of leadership and higher education. Sometimes, these elements manifest themselves in exceptional work in typical fleet management roles. In the case of Sarah, she brought the terms "higher education and a robust skillset" to another level altogether. "I have degrees in Cyber security, Cisco CCNA, Security +, Network+ and Pen Test, as well as certifications in Ethical Hacking," she beamed. Her advancements in computer science and data integrity offer her a leg up when understanding the data management and security behind her asset data and networking potential. As a result, Sarah wastes no time in using all of her skills and advanced problem-solving to bring the very best to Exelon.

Sarah's willingness to work for people helps her stand out from other system administrators. When asked about her interactions with others and her goals for her job, she was happy to elaborate. "How much I care about results and people and going above and beyond my normal responsibilities" empowers Sarah to come to work every day with the mentality that she can exceed her own expectations.

## SARAH'S FLEET MANAGEMENT EVOLUTION

If you couldn't tell from Sarah's degrees – fleet management has not always been her career. Making the switch was exciting for her and presented many areas for personal and professional growth. "I had no Fleet background," she explained, "I needed to learn everything; terms, process, fleet components and more." She learned quickly, moving from a contractor position for two years to a Senior Fleet Systems Administrator in the fleet administration. Her work has immediate consequences – if the fleet system is prompting her with an error, or if the mechanics and managers are not using the system optimally, it will be evident in the reports and KSIs.

This visible reporting and determination for greatness manifests itself in her work. In fact, when asked about her favorite part of her job, it wasn't too surprising. She said, "I love evolving mechanics, helping other people and coaching in difficult situations." That word "evolving" is key to the growth and development of any individual or organization. By furthering education, organizational growth and industry research and development, anyone can succeed and make an impact in the world of fleet.

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## END OF THE DAY

Before heading home, Sarah's "end of day" routine is reminiscent of the start of her day. She has to check the "document issues for tomorrow, and also check and record enhancements and warranty notes." Delayed responses to these important notices can result in unnecessary asset downtime and lost resources or revenue. Sarah's dedication to working hard all of the way up to the end of her work day ensures that the fleet systems are running smoothly and without error before she packs up.

After a tough day at work, Sarah makes some intentional decisions to guarantee that she maximizes family time and personal time – most notably: no cell phone! She spends her evenings bonding with her family and curling up with a good book or article. Even when she is home, Sarah allows herself to grow and learn more through her reading and conversations so that she can be the best and happiest version of herself.



## THE NEXT 10 YEARS OF FLEET

It's no surprise that the fleet industry is expected to grow and evolve at an explosive rate; what industry isn't doing so these days? Sarah's evaluation is the same: "The fleet industry will constantly re-invent itself with the influx of alternative fuel and environmentally sound business cost savings." That certainly sounds like the kind of future we want to be working and living in. Alternative fuel structures and efficient business models could bring beneficial outcomes for the private sector, the public sector and the world as a whole.

### So what is Sarah's advice to help us get there?

"It's a good industry to get involved in. It's multi-faceted, so you need to be open to change. As a female, you have to be ready to earn the trust of those around you."

Sarah's will, determination and extensive knowledge and skillset reminds others that she is the right woman for the job, and she will be making waves in the industry for years to come.

Want to learn more about the comprehensive FleetFocus software that helps Sarah manage the Exelon B G & E fleet? Visit [assetworks.com/fleet](https://assetworks.com/fleet).