

## LIGHTING FIELD ENGINEERING TECHNICIAN

### Summary

Engineering Technician with an impressive blend of technical expertise and people skills. Committed to providing quality and consistent technical support.

### Highlights

- Excellent communication techniques
- AutoCAD expert
- Microsoft Excel, Project and Visio
- Advanced critical thinking

### Accomplishments

#### *AutoCad Software Utilization*

- Produced drawings and maintained, archived and retrieved CAD files and drawing documents for the completion of multiple commercial projects.
- *Project Management*
- Supervised project production efforts to ensure projects were completed to company standards, on time and within budget constraints.

### Experience

Lighting Field Engineering Technician 10/2014 to 01/2016 Company Name City , State

- Supports Tampa Electric Company's lighting system construction and maintenance projects.
- Designs the most electrically efficient and cost effective outdoor lighting systems for new and existing residential and commercial customers.
- Designs the expansion, relocation or maintenance of existing distribution facilities required to serve the outdoor lighting system.
- Serves as the main point of contact to customers, governmental agencies, TEC departments and contractors.
- Processes work requests in TEC's work management system ("WMS"), determines customer requirements, completes designs and distribution map maintenance in TEC's geographical interface system ("GIS"), calculates estimates, obtains necessary work permits and coordinates activities with TEC departments and contractors to ensure in the successful scheduling and completion of projects.

Administrative Technical Aide 06/2013 to 10/2014 Company Name City , State

- Assembles all new engineering work packages, consisting of applicable work requests, engineering drawings and maps, and distributes to the appropriate departments.
- Processes permit documents as needed and includes in the appropriate packages.
- Maintains the central filing system of active and closed work requests.
- Serves as the Records Coordinator for the assigned Service Area, following the schedule for records retention and purging.
- In WorkPro, routinely enters layout information as indicated for TEC's service entrance for underground residential distribution (URD) services and meters.
- Using TEC's geographical information system (GIS), draws proposed URD services and meters, ensuring correct electrical connectivity and owned correctly to their supporting structures.
- Process and administer Work Request from various sources.
- Assess requirements and assign Work Request to DDT/FE's, U.G.
- Coordinators and Service Crews.
- Schedule Service Crew work in WorkPro and produce Daily Service Route Sheet.

Administrative Technical Aide 06/2013 to 10/2014 Company Name City , State

- Assembles all new engineering work packages, consisting of applicable work requests, engineering drawings and maps, and distributes to the appropriate departments. Processes permit documents as needed and includes in the appropriate packages.
- Maintains the central filing system of active and closed work requests.
- Serves as the Records Coordinator for the assigned Service Area, following the schedule for records retention and purging.
- In WorkPro, routinely enters layout information as indicated for TEC's service entrance for underground residential distribution (URD) services and meters.
- Using TEC's geographical information system (GIS), draws proposed URD services and meters, ensuring correct electrical connectivity and owned correctly to their supporting structures.
- Process and administer Work Request from various sources. Assess requirements and assign Work Request to DDT/FE's, U.G. Coordinators and Service Crews.
- Schedule Service Crew work in WorkPro and produce Daily Service Route Sheet.
- Assist Customer Engineering Representative, Distribution Design Technician, Supervisor, Line Supervisor, Ops Engineer, Manager and Line Crews in resolving customer issues utilizing information, databases and systems.
- Provides back-up to the Senior Service Area Representative, including kWh billing set-up of meter sets by Operation's Service Crews and CIS Interface, handling of Service Area inquiries from One Source and walk-in customers.

Customer Service Professional 08/2012 to 06/2013 Company Name City , State

- Serve as initial point of contact for both external and internal customers.
- Educate customers regarding all aspects of company services.
- Responds to all customers' general billing questions, high bills, emergency situations, credit questions, including accounts receivables and collectables and all other inquiries in a professional manner.
- Generates service orders for turn-ons, turn-offs, transfers, restores, and meter sets.
- Responds to gas emergencies and serves as a liaison between the company, the customer and emergency agencies.
- Uses CIS, E-bill, Fetch, and Pragma CAD applications on a daily basis.
- Business Cooperative Education Student- Customer Care.

Business Cooperative Education Student- Customer Care 06/2011 to 08/2012 Company Name City , State

- Provide assistance to and back up department Senior Admin Specialist for various duties including payroll, budgeting, forecasts, ordering of supplies and material, organizational structure updating and helping employees with cost center financials.
- Provide answers and updates to inquiries sent to the A-team or CI-SF Mailboxes.
- Answer general questions from management team pertaining to off phone trends and activities.
- Responsible for maintaining agent statistics for Ybor Call Center performance coaches, for 100+ representatives and data entry into the Workforce Management application to provide trending information for the leadership team.
- Responsible for ad hoc requests, such as compiling reports for the scheduling and forecasting team.

#### Education

Bachelors : Information Technology June 2017 University of South Florida City , State GPA: GPA: 3.4

GPA: 3.4

Associates Degree February 2014 Hillsborough Community College City , State GPA: GPA: 3.7 GPA: 3.7

Principles of Accounting (GPA 3.8) Microsoft Office Certified Associate May 2011 Excel, Power Point, Word and Access May 2012 Tampa

Bay Technical High School

#### Skills

GIS, lighting designs using Visual Professional, Access, Excel, Microsoft Office, Power Point