

James Naismith

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Adaptable professional with 10+ years of experience in the electrical utility industry. Seeking a position with an organization in the electrical utility industry to continue expanding my knowledge and skills while making a significant contribution to the success of the company.

Experience

MARCH 2022 – PRESENT

Revenue Security Representative | A+T Electric Delivery | Killeen, TX

- Maintain meters to prevent any tampering or potentially hazardous situations.
- Maintain a professional relationship with customers, communicating with and keeping them informed about company policies and procedures.
- Investigate and resolve power quality issues found out in the field.
- Maintain safety regulations and protocols according to company standards.
- Maintain all Field Service Representative responsibilities.

AUGUST 2021 – MARCH 2022

Field Service Representative | A+T Electric Delivery | Round Rock, Texas

- Reconnected/disconnected, exchanged, investigated, and generally maintained digital and analog meters according to company standards.
- Maintained proper safety protocols on the job, attended safety meetings, properly maintained safety equipment.
- Maintained vehicle according to company standards by servicing vehicle, maintaining vehicle's inventory, etc.
- Served customers professionally and respectfully in a variety of adversarial situations.
- Managed work orders accurately and professionally, filled out forms according to company standards.

JULY 2015 – JULY 2021

Field Supervisor | Q&R Inspections | Irving, TX

- Managed a team of 7-9 Meter Technicians to replace electrical meters for A+G Electric Delivery.
- Maintained company's fleet of vehicles.
- Maintained safety equipment according to company standards.
- Managed inventory, work orders, and production rates/entries using spreadsheets and company forms.
- Managed employee safety audits.
- Interviewed and recruited employees.
- Assisted employees faced with various challenges out in the field.
- Properly maintained, inspected, and replaced multiple meters daily.
- Served customers professionally and respectfully in a variety of adversarial situations.

DECEMBER 2011 – JULY 2015

Jr. Assessor/Driver | Seasonal | Q&R Inspections | Irving, TX

- Assisted in identifying and evaluating damaged electrical facilities including primary and secondary wires, transformers, fuses, reclosers, poles, etc.
- Reported damages to various departments
- Located and supervised any unsafe hot lines to protect unaware customers/pedestrians

Skills

Detail Oriented • Professional Customer Service • Teamwork • Excellent Written and Oral Communication • Conflict Management • Problem Solving • Proficient in Microsoft Word, Point, and Excel • Leadership • Management • Proficient with CIS & Maximo systems

Education

JUNE 2013

High School Diploma | Crossroads High School | Copperas Cove, TX