

Jamal Rodriguez

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SUMMARY

Detail-oriented and reliable entry-level meter reader with a strong commitment to accuracy and efficiency. Proven ability to handle customer inquiries and utilize technical tools effectively to ensure seamless service delivery.

EXPERIENCE

Meter Reader Intern

Jun 2022 - Aug 2022

Austin Energy, Austin, TX

- Successfully completed meter reading for over 1,000 residential and commercial properties, ensuring 100% accuracy in data collection.
- Collaborated with the operations team to identify and resolve discrepancies in meter readings, saving the company approximately \$15,000 in potential billing errors.
- Utilized mobile data collection technology to streamline reading process, reducing reading time by 20%.

Customer Service Representative

Jan 2021 - May 2022

City Water Services, Austin, TX

- Handled over 200 customer inquiries per week regarding utility services and billing issues, achieving a 95% customer satisfaction rate.
- Assisted in the implementation of a new billing software, improving processing efficiency by 30%.
- Trained new staff on customer service protocols and system usage, enhancing team performance.

Field Operations Assistant

Jan 2020 - Dec 2020

Green Energy Solutions, Austin, TX

- Supported field teams in the installation and maintenance of smart meters, contributing to a 25% increase in operational efficiency.
- Conducted quality checks on installed meters, ensuring compliance with regulatory standards.
- Documented field data accurately, facilitating timely reporting to management.

EDUCATION

Bachelor of Science in Environmental Science

May 2021

University of Texas at Austin, Austin, TX • GPA: 3.6

SKILLS

Technical Skills: Meter reading techniques, Data entry, Customer service, Field data collection

Tools & Frameworks: Mobile data collection software, Customer relationship management (CRM) systems, Microsoft Office Suite