

Jamal Johnson

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SUMMARY

Detail-oriented Meter Reader with over 5 years of experience in accurately recording utility consumption and enhancing customer satisfaction. Proven ability to utilize advanced meter reading technologies while ensuring compliance with safety standards.

EXPERIENCE

Meter Reader

Jan 2022 - Present

Southern Utilities Co., Atlanta, GA

- Consistently achieved 98% accuracy in meter readings, resulting in a 15% reduction in billing discrepancies.
- Implemented a new digital tracking system that improved route efficiency, saving an average of 10 hours per week.
- Trained 5 new employees on safety protocols and meter reading techniques, enhancing team productivity.

Utility Technician

Mar 2018 - Dec 2021

Metro Energy Services, Atlanta, GA

- Managed field operations with a focus on accurate meter installation and maintenance, reducing customer complaints by 20%.
- Utilized GIS tools to optimize meter reading routes, increasing operational efficiency by 25%.
- Collaborated with customer service to resolve issues, contributing to a 30% increase in customer satisfaction ratings.

Meter Reader Intern

May 2017 - Aug 2017

City Water Authority, Atlanta, GA

- Assisted senior meter readers with data collection and reporting, achieving 100% on-time completion of readings.
- Conducted field surveys using portable meter reading devices, ensuring accurate data entry.

EDUCATION

Bachelor of Science in Environmental Science

May 2018

Georgia State University, Atlanta, GA • GPA: 3.7

SKILLS

Technical Skills: Meter Reading Technology, Data Entry, Safety Compliance, GIS Mapping

Tools & Frameworks: Advanced Metering Infrastructure, Mobile Data Collectors, Utility Billing Software