

Amara Khan

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SUMMARY

Detail-oriented and experienced Senior Level Meter Reader with over 8 years of experience in utility management and data collection. Proven track record of improving operational efficiency and accuracy through advanced technology and dedicated customer service.

EXPERIENCE

Senior Meter Reader

Jan 2022 - Present

Pacific Utilities Inc., Seattle, WA

- Increased data collection accuracy by 25% through implementation of new handheld reading devices and training programs.
- Reduced meter reading time by 15% by optimizing route management using GIS technology.
- Managed a team of 5 junior meter readers, providing mentorship that led to a 30% improvement in their performance metrics.

Meter Reader

Jun 2019 - Dec 2021

City Water Services, Seattle, WA

- Achieved a 20% reduction in customer service complaints by improving reading accuracy and response times.
- Utilized remote monitoring systems to identify discrepancies and proactively address issues, saving the company an estimated \$50,000 annually.
- Conducted thorough inspections and maintenance checks that resulted in a 15% decrease in service interruptions.

Utility Field Technician

Jan 2016 - May 2019

Green Energy Solutions, Seattle, WA

- Implemented a digital data logging system that streamlined reporting processes, reducing time spent on data entry by 40%.
- Collaborated with engineering teams to assess and upgrade metering infrastructure, leading to a 10% increase in operational efficiency.
- Trained new employees on safety protocols and technical procedures, contributing to a safer work environment.

EDUCATION

Bachelor of Science in Environmental Science

May 2018

University of Washington, Seattle, WA • GPA: 3.7

SKILLS

Technical Skills: Meter reading technology, GIS mapping, Data analysis, Customer service

Tools & Frameworks: Handheld reading devices, Remote monitoring systems, Mobile data collection applications