

Tyler Banerjee

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SUMMARY

Safety focused field utility professional with five years supporting electric meter reading, customer account service, route based field operations, and accurate daily documentation. Experienced with **handheld electronic devices**, meter data capture, service verification, account inspections, and field condition reporting. Background includes authorized **electric service disconnects** and reconnects, delinquency follow up, **deferred payment arrangements**, collection activity, and customer communication. Works independently across outdoor walking and driving routes while maintaining safe driving practices, situational awareness, and consistent service standards. Practical problem solving supports verification of unusual readings, equipment conditions, access concerns, and account information. Maintains dependable activity, collection, exception, and delinquent account records for supervisors and **customer service** teams. Holds a valid Utah driver license, OSHA 10 Hour General Industry certification, and current First Aid, CPR, and AED certification.

EXPERIENCE

Field Meter Technician June 2024 - Present
Red Mesa Utility Cooperative *St. George, Utah*

Supports electric meter routes, customer account service, **service verification**, collection activity, and after hours field response. Works independently with handheld devices, field orders, customer records, and safety procedures across outdoor service territories.

- Captured electric meter readings with handheld devices, improving account verification across daily service routes.
- Investigated irregular readings and documented equipment concerns, access issues, hazards, and suspected **meter tampering**.
- Completed authorized service **disconnects and reconnects** after confirming meter identity and service status.
- Collected **deferred payment arrangements** during customer visits and recorded outcomes for delinquent account workflows.
- Maintained daily activity, collection, exception, and **delinquent account reports** for supervisors and service teams.
- Responded to after hours **service requests** with safe driving, field awareness, and complete documentation.

Meter Reader September 2021 - May 2024
High Desert Municipal Power *Cedar City, Utah*

Completed walking and driving meter routes across varied outdoor conditions while maintaining accurate readings, service addresses, meter identities, and field observations. Supported exception research, customer communication, device readiness, and dependable route records.

- Completed walking and driving meter routes in varied weather while maintaining accurate service address records.
- Entered electric readings into handheld equipment and flagged unusual results for follow up verification.
- Documented inaccessible meters, damaged equipment, vegetation hazards, loose enclosures, and other **field conditions**.
- Compared rereads with prior records and physical meter conditions, clarifying exception account status.
- Communicated access needs and field service information professionally during customer facing visits.
- Prepared vehicles, **handheld devices**, and route materials through daily checks before field deployment.

Field Service Assistant September 2019 - August 2021
Desert Valley Property Services *St. George, Utah*

Supported scheduled field service routes, customer visits, mobile documentation, work order closeout, and safe travel between locations. Built practical experience with access verification, equipment observations, route changes, customer communication, and escalation of electrical concerns.

- Completed scheduled property service routes and recorded equipment conditions in mobile field records.
- Verified addresses and work order details before visits, supporting accurate service request closeout.
- Used basic hand tools for minor exterior maintenance while escalating electrical concerns safely.
- Maintained a **safe driving record** while adapting routes to changing customer priorities.
- Communicated arrival, access, and completion details clearly during **customer service** visits.
- Organized work logs and materials, giving later schedules accurate status information.

PROJECTS

Route Data Quality Review 📅 2024

Reviewed meter route records, exception notes, and handheld entries to identify recurring documentation gaps. Recommended clearer field notes and verification steps for smoother account follow up.

Service Verification Field Study 📅 2023

Compared meter identities, service addresses, reread results, and physical conditions across selected accounts. Documented practical checks that supported accurate field orders and safer customer visits.

LEADERSHIP & AWARDS

- Recognized by supervisors for dependable route completion and accurate daily field documentation.
- Commended for safe customer communication during service verification and collection visits.
- Trusted for after hours response coverage and careful handling of field service requests.

EDUCATION

High School Diploma

2019

Desert Hills High School GPA: 4.0

St. George, Utah

Coursework: Mathematics, physical science, communication, workplace safety

CERTIFICATIONS

- OSHA 10 Hour General Industry 📅 2025
- First Aid, CPR, and AED 📅 2026
- Valid Utah Driver License 📅 2026

TECHNICAL SKILLS

- **Metering Equipment:** Handheld electronic devices, electric meters, meter identification
- **Field Data Systems:** Meter data entry, mobile records, electronic field orders
- **Service Operations:** Service disconnects, service reconnects, service verification
- **Account Services:** Account inspections, account verification, delinquent accounts
- **Collections Processing:** Deferred payment arrangements, collection activity, payment records
- **Field Reporting:** Daily activity reports, collection reports, exception reports
- **Safety Practices:** OSHA 10 Hour General Industry, hazard reporting, safety procedures
- **Route Operations:** Walking routes, driving routes, outdoor field work
- **Vehicle Operations:** Safe driving, vehicle checks, route readiness
- **Customer Support:** Customer communication, access coordination, service requests
- **Equipment Inspection:** Meter malfunctions, equipment conditions, meter tampering
- **Emergency Response:** After hours call outs, service requests, First Aid CPR AED

SKILLS

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|------------------------|------------------------------|-----------------------|------------------------|
| • Meter reading | • Account inspections | • Field documentation | • Problem solving |
| • Handheld devices | • Disconnects and reconnects | • Route operations | • Safe driving |
| • Meter inspections | • Collections | • Customer service | • After hours response |
| • Service verification | • Payment arrangements | • Safety awareness | |

PROFESSIONAL AFFILIATIONS

- Utility field operations and customer account service community participant.
- Workplace safety and emergency response training participant.

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST