

Faviola Michaelson

Utility Worker

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📍 1234 Maple St, Sioux Falls, SD 57105

Education

Certificate in Utility Technology at South Dakota State University, Brookings, SD

Aug 2018 - May 2022
Relevant Coursework: Electrical Systems, Power Distribution, Natural Gas Operations, Utility Safety, Renewable Energy Technologies, and Smart Grid Fundamentals.

Links

[linkedin.com/in/faviolamichaelson](https://www.linkedin.com/in/faviolamichaelson)

Skills

Welding
Plumbing
Electrical troubleshooting
Heavy machinery operation
HVAC maintenance
Blueprint reading
Excavation

Languages

English
Arabic

Hobbies

Gardening

Profile

Dedicated Utility Worker with 1 year of experience in skillfully performing a variety of tasks to support facility operations. Adept at maintaining cleanliness, ensuring timely repairs, and monitoring equipment for optimal performance. Demonstrates excellent problem-solving abilities, strong attention to detail, and a commitment to maintaining a safe and efficient work environment.

Employment History

Utility Worker at Black Hills Energy, SD

May 2023 - Present

- Successfully reduced energy consumption by 15% in a major residential area through the implementation of energy-efficient equipment and proactive maintenance strategies, resulting in significant cost savings for both the company and customers.
- Streamlined the response process to power outages, reducing the average restoration time by 30% through effective communication and coordination with field crews, ultimately enhancing customer satisfaction rates.
- Played a pivotal role in the completion of a large-scale infrastructure upgrade project that increased the network capacity by 20%, ensuring reliable power supply for over 50,000 customers in the South Dakota region.

Utility Worker Assistant at Xcel Energy, SD

Sep 2022 - Mar 2023

- Successfully reduced energy consumption by 15% in the South Dakota service area through the implementation of energy efficiency measures and customer education programs, resulting in annual savings of over \$1 million for Xcel Energy and its customers.
- Streamlined the maintenance process for utility equipment, leading to a 20% decrease in equipment downtime and a 10% increase in overall productivity for the South Dakota team, positively impacting customer satisfaction levels.
- Contributed to the successful completion of a major infrastructure upgrade project, which involved replacing over 100 miles of aging transmission lines and resulted in a 25% improvement in system reliability for over 50,000 customers in the region.

Certificates

Certified Utility Locator (CUL)

Nov 2021

Water Distribution Operator Certification

Feb 2020

Memberships