

Zain Benson

☎ (602) 555-1847 ✉ zain.benson@example.com 🔗 linkedin.com/example/zainbenson 📍 Phoenix, AZ 85016

SUMMARY

Electric utility operations leader with 11 years of progressively responsible experience supporting **interconnected transmission systems**, balancing authority functions, and **bulk electric system reliability**. NERC certified operator with hands on experience in real time system monitoring, transmission coordination, operating agreements, contingency response, and compliance focused shift execution. Progressed from control room operations into shift leadership, directing operators through changing load, generation, interchange, and transmission conditions. Coordinates disciplined communications with reliability coordinators, neighboring balancing authorities, **independent power producers**, and field teams. Brings practical knowledge of WECC relationships, transmission service obligations, operator coaching, event review, and continuing education. Prepared to contribute sound judgment, clear prioritization, and steady operational leadership across **interconnected electrical systems** and related equipment.

EXPERIENCE

Senior Shift Supervisor, System Operations

January 2022 - Present

Canyon Peak Electric Cooperative

Phoenix, AZ

Directs real time shift operations for an interconnected transmission control environment, assigning priorities, guiding operators, coordinating external actions, and protecting **bulk electric system reliability** across changing load, generation, outage, and interchange conditions.

- Directed real time transmission operations during changing load, generation, outages, and **interchange conditions**.
- Coordinated balancing authority actions with adjacent entities and **WECC** during normal and contingency conditions.
- Guided operators through **transmission constraints** using approved procedures, system data, and escalation practices.
- Managed **IPP coordination** and transmission service commitments before control room execution.
- Reviewed operator logs and turnover records, reinforcing consistent NERC aligned practices across crews.
- Coached developing operators through simulations, event reviews, and continuing education for certification maintenance.

Lead System Operator, Transmission Operations

March 2019 - December 2021

Sonoran Transmission Services

Tempe, AZ

Led complex transmission desk activity, translating system conditions and service commitments into coordinated operating actions while mentoring operators and maintaining reliable communications with internal teams, neighboring utilities, and **generation resources**.

- Led complex transmission desk activities, coordinating corrective actions with internal and external operators.
- Managed interchange communications with **adjacent balancing authorities**, preserving documented operating expectations.
- Coordinated planned and emergent **transmission outages** with dispatch and **field operations**.
- Translated transmission service commitments into executable actions for generation and transmission resources.
- Mentored newer operators on alarms, situational awareness, communications, and time sensitive decisions.
- Applied NERC education during event analysis, operations, and realistic training scenarios.

System Operator, Interconnected Transmission

July 2016 - February 2019

Copper State Power Network

Tucson, AZ

Monitored transmission status, generation balance, interchange, alarms, and equipment conditions for an interconnected electric network, escalating emerging risks and executing reliable operating instructions with field and generation teams.

- Monitored transmission status, generation balance, interchange, and equipment conditions across interconnected networks.
- Evaluated alarms and changing conditions, initiating prescribed actions and escalating reliability risks.
- Executed operating instructions with field crews, neighboring utilities, and generation operators.
- Tracked scheduled and actual interchange, flagging deviations requiring operational attention.
- Completed **contingency drills** covering transmission disturbances, generation changes, and **restoration scenarios**.
- Earned broader desk responsibilities through reliable knowledge of equipment, procedures, and practices.

Assistant System Operator, Control Room Operations

October 2015 - June 2016

High Desert Municipal Power

Flagstaff, AZ

Supported certified operators across transmission monitoring, shift documentation, interchange tracking, operating communications, and supervised emergency drills while building technical knowledge for independent **control room operations**.

- Supported certified operators monitoring transmission equipment, alarms, interchange, and operating communications.
- Maintained **shift logs** and **turnover information** covering outages and unresolved operational items.
- Tracked scheduled generation and transmission activity against real time conditions.
- Practiced emergency and abnormal procedures through supervised disturbance response drills.
- Coordinated routine communications with field crews and external operating contacts under supervision.
- Completed structured operator development and technical study supporting **NERC certification** preparation.

PROJECTS

Interconnected Control Room Reliability Program 📅 2024

Strengthened shift consistency through simulation reviews, turnover discipline, contingency practice, and operator coaching across interconnected transmission operations.

IPP Transmission Service Coordination 📅 2023

Improved control room readiness for IPP schedules and transmission service commitments through clearer communication routines and operating preparation.

LEADERSHIP & AWARDS

- Senior Mentor, Control Room Operator Mentoring Program, 2023 to Present
- Shift Lead Participant, Regional Operator Training Exercises, 2022 to Present
- Expanded desk responsibilities through consistent performance in interconnected system operations

EDUCATION

Associate of Applied Science in Electrical Power Technology

2015

Coconino Community College GPA: 3.5

Flagstaff, AZ

Coursework: Power system operations, electrical circuits, transmission systems, control systems

CERTIFICATIONS

- NERC Reliability Operator Certification 📅 2016
- NERC Continuing Education Program 📅 2026
- System Operator Employer Certification 📅 2026

TECHNICAL SKILLS

- **Grid Operations:** Balancing authority operations, real time monitoring, control room operations
- **Transmission Systems:** Interconnected transmission systems, transmission equipment, bulk electric system
- **Reliability Standards:** NERC practices, NERC certification, continuing education
- **WECC Coordination:** WECC reliability coordination, adjacent balancing authorities, operating entities
- **Transmission Services:** Transmission service agreements, IPP coordination, interchange scheduling
- **Contingency Operations:** Contingency response, emergency procedures, restoration scenarios
- **Outage Management:** Planned outages, emergent outages, field coordination
- **Operator Development:** Operator mentoring, simulation exercises, event reviews
- **Control Room Records:** Shift logs, turnover records, operating instructions
- **Assessment Preparation:** EEI SOPD II, power dispatcher testing, employer operating certification

SKILLS

- | | | | |
|---------------------------------------|-----------------------------------|-------------------------|---------------------------|
| • Balancing Authority Operations | • NERC Practices | • Outage Coordination | • Interchange Scheduling |
| • Bulk Electric System Reliability | • Transmission Service Agreements | • Shift Supervision | • Operator Coaching |
| • Interconnected Transmission Systems | • IPP Coordination | • EEI SOPD II Knowledge | • Transmission Operations |
| • WECC Coordination | • Contingency Response | • Real Time Monitoring | |

PROFESSIONAL AFFILIATIONS

- Control Room Operator Mentoring Program, Senior Mentor, 2023 to Present
- Regional Operator Training Exercises, Shift Lead Participant, 2022 to Present

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST