

# Zain Benson

## Shift Supervisor, Systems Operations

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📍 Phoenix, AZ 85016

### STRENGTHS

- ⚡ **Real Time Judgment**  
During shifting system conditions, prioritized operating actions clearly and helped crews protect reliability without losing communication discipline.
- 👥 **Operator Coaching**  
Simulation reviews and event discussions gave developing operators practical confidence, and peers increasingly sought guidance on difficult calls.
- ♥ **External Coordination**  
Steady contact with neighboring authorities and WECC kept operating actions aligned when conditions changed quickly.
- 📌 **Reliability Focus**  
Transmission constraints became manageable through approved procedures, careful escalation, and a calm focus on bulk system stability.
- 📁 **Control Room Discipline**  
Clear logs and turnover reviews made unresolved items visible, giving each incoming crew a stronger operational starting point.

### SKILLS

Balancing Authority Operations

Bulk Electric System Reliability

Interconnected Transmission Systems

WECC Coordination

NERC Practices

Transmission Service Agreements

IPP Coordination

Contingency Response

Outage Coordination

Shift Supervision

EI SOPD II Knowledge

### 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

Canyon Peak Electric Cooperative 📅 January 2022 - Present 📍 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

Sonoran Transmission Services 📅 March 2019 - December 2021 📍 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

Copper State Power Network 📅 July 2016 - February 2019 📍 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.

Real Time Monitoring

Interchange Scheduling

Operator Coaching

Transmission Operations

## LANGUAGES

English Native

Spanish Intermediate

## MY CAREER



● Senior Shift Supervisor,  
System Operations at Canyon  
Peak Electric Cooperative (4.8  
Years)

● Lead System Operator,  
Transmission Operations at  
Sonoran Transmission Services  
(2.8 Years)

● System Operator,  
Interconnected Transmission at  
Copper State Power Network  
(2.6 Years)

● Assistant System Operator,  
Control Room Operations at  
High Desert Municipal Power (8  
Months)

- 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

High Desert Municipal Power 📅 October 2015 - June 2016 📍 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

Coconino Community College 🎓 GPA: 3.5 📅 2015 📍 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

## PROFESSIONAL AFFILIATIONS

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

## ADDITIONAL INFORMATION

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

## REFERENCES

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AVAILABLE ON REQUEST