

SEEMA RAWAT

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*Goal-oriented professional with excellent strength in managing **Electrical Equipment Operations & Maintenance** with leading organisation*

*Location Preference: **PAN India***

PROFILE SUMMARY

- A competent professional with **over 5 years** of experience in **Process Development** and **Commercial Operations**
- Qualified B.Tech. (Electrical) from G.B Pant Engineering College Pauri Garhwal in 2013 with 80%
- Successfully completed projects on:
 - o Automatic Meter Reading Server and 2 Web Services - MDAS & MDM for analysis & compilation of energy meter's data with 2 different service provider – Analogic Tech Pvt. Ltd. & Secure Meters
 - o Testing & implementation of Different Meters Exe & Maintenance of AMR Server for Service Providers – Secure Meters , Genus Innovation Ltd. and L&G
- Experience in the field of Energy Audit
- Responsible for overall commercial functions, support functions, policies & plans, commercial complaints & cases and public grievances.
- Demonstrated MIS & Analysis skills; prepared important reports like Daily Productivity Sheet, FR Performance, Bucket Projections and Dashboards to update management about individual and business performance
- Extensive experience in addressing client priorities and resolving escalations within prescribed TAT, thereby attaining client delight
- An effective communicator with strong leadership, relationship management, coordination and analytical skills

CORE COMPETENCIES

Commercial Operations
Key Account Management
Process Improvements

Cash Flow Management
Energy Audit
Client Engagement

Reporting & Forecasting
Billing & Credit Controls
Team Management

ORGANIZATION EXPERIENCE

Since Sep'13 with BSES Yamuna Power Ltd., Delhi as Manager (Central Delhi)

Key Result Areas:

- Currently working on Demand Response Program Project with 25 HP Consumer like Mother Dairy, Videocon Tower and Rajiv Gandhi Hospital, New Delhi
- Preparing, Implementing & Managing commercial activities and policies of key consumers of Central Delhi
- Shouldering the responsibility of:
 - o Reviewing the collections strategy regularly, appointing and managing channels like collection agencies
 - o Managing collectors productivity on a continuous basis and assuring quality of collections & meeting budgeted goals
 - o Handling Court case related to commercial matters, commercial complaints & public grievances.
- Ensuring achievement of recoveries collection target from the clients
- Coordination & follow up with concerned departments (Business + O & M + central function) to resolve issues.
- Developing and maintaining AMR Server and Web Services
- Analyzing Data & Compilation of MIS Reports
- Building and maintaining healthy business relations with corporate clients and ensuring customer satisfaction by achieving delivery & service quality norms
- Providing advisory services to corporate & high net-worth customers on funds management, identifying potential payment defaults, servicing & monitoring the customers differing requirements
- Resolving queries & complains of key clients and ensuring that the resolution rates for lower buckets are within the allotted targets set by the business
- Monitoring Credit Control, Collection, Billing along with other relevant work

Highlights:

- Successfully organized workshop on:
 - o Energy Efficiency in coordination with BEE & ESCOs in Apr'18
 - o Pilot Demand Response Program with 15 High Value Consumers in Apr'17

- Prepared important reports like Daily Productivity Sheet, FR Performance, Bucket Projections and Dashboards to update management about individual and business performance
- Proactively participated in Collection/Compliance Projects & coordinated with other lines of business to achieve corporate goals

EDUCATION

- B.Tech. (Electrical) from G.B Pant Engineering College, Pauri Garhwal in 2013 with 81%
- 12th from TSSBSVM, Kashipur with 79%
- 10th from GIC Gwaldam, Chamoli with 78%

PERSONAL DETAILS

Date of Birth: 25.11.1991

Languages Known: English , Hindi

Address: D-5 East Arjun Nagar shahdara 110092