

# Georgia Leavell

## **Revenue Management Business Analyst - Woodall Rodgers**

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To excel in the ladder of success. Continue to learn and to share that knowledge with peers. Ultimately, I want to be able to share /train my peers, I believe that is where my strength is and continue to acquire more knowledge and to learn new processes and capabilities within the Oncor business.

Authorized to work in the US for any employer

## Work Experience

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### **Revenue Management Business Analyst**

Woodall Rodgers - Dallas, TX

June 2015 to Present

Duties/Skills/Experience.:

### **Business Analyst**

Market Operations in Texas Energy Market

2005 to 2018

- Trained up to 80 + new hires on implementation of CIS & CC&B in billing practices and efficiency.
- 3 years on LCIS Replacement Project Testing Implementing CC&B Billing Platform for IDR/Complex Accounts.
- Testing before conversion. Analyzed problem areas, created IT tickets
- Created processes to adapt to CC&B Platform.
- SUBJECT MATTER EXPERT and Trainer for Function of CC&B and Processes.
- 14 years experience subject matter expert for IDR /Complex/Generation billing, Issue Resolution, Market Operations in Texas Energy Market. Creates and trains processes.
- Proficient in billing and data systems: CIS, CC&B, EDW, Cognos, ERCOT Portal, Polaris, EDISM DB2, AMI, Maximo, MDMS, WO creating, completing and tracking.
- Post Audit and Sox Control Audits regarding documentation and reporting requirements.
- Root Cause Analysis of metering issues, meter discrepancies, rate analysis. Assigning Rates to IDR metering systems. Expert with multi-metering systems, master, subtract, time of use billing
- Review and analyze daily activities to evaluate and make recommendations to ensure compliance work
- Expert in the researching, resolving, negotiating and managing of issues associated with Market Issues.
- Proficient root cause analysis for defects and enhance processes
- Monitor system functionality and workarounds/process changes, as required, including new code implementations
- Work cross-functionally with other departments including Market Operations, Rates and Regulatory and assist in the implementation of integrated business strategies and processes
- Ensuring Rate codes assigned are correct

- Investigation of Market Issues
- Working with IT on Defects and new code implementations for IDR - NIDR Subtracts and Masters and DRG accounts
- Providing assistance in the researching and resolving of system issues associated with customer and retailer complaints.
- Training Peers in the above mentioned tasks and processes for

I possess the below attributes:

- Detail oriented
- Strong organizational and communication skills
- Ability to manage high levels of stress and responsibility
- Ability to operate in a multi-faceted and fast paced environment
- Ability to adapt to changing markets, systems, and processes
- Good experience with Microsoft Office products
- Proven analytical skills
- Strong analytics background is preferred

#### MEASURES OF SUCCESS

- Accurate and timely completion of daily work
- Competency in use of Microsoft Office products
- Understanding of Revenue Management work streams
- Development of customer-focused skills
- Demonstrates knowledge of Revenue Management processes
- Performs in a manner that enables workgroup to achieve Company goals
- Demonstrates ability to perform work with normal supervision
- Abides by the Company Code of Conduct and Safety Rules

Job Title

\* Revenue Management Billing Analyst - Contractor

Experience

#### **Contractor for Oncor**

Pinnacle - Palestine, TX

2005 to 2015

and also Dallas, Texas

Job Title

Pinnacle - Contractor for Oncor- Revenue Management Billing Analyst. Duties include but not limited to:

- Working IDR and NIDR Post Audit (NIDR on as needed basis )
- Auditing Daily IDR Exceptions for Analysts in Training
- Auditing Analysts that are working Bill Audit for IDR Exceptions.
- Assisting IDR Business Consultant in keeping up with processes (changes etc) ; Training; Issues; 4cp changes ; rates, Tariff changes and passing those changes onto co-workers.
- Training and coaching co-workers;
  - Answering questions and being the go to person when needed for IDR and NIDR if needed.
- Working MarkeTraks and Right Now Issues both IDR and (NIDR when needed)
- Flexible and on alert for whatever task is asked of me to assist with or complete.

- Eager to learn and to be retrained on updated processes that I have not been affiliated with for a while (NIDR)

- \* Billing Residential and small commercial
- \* Large Business, IDR, GTU, DRG and Complex Accounts
- \* Tampering and Tampering Issue
- \* Post Audit
- \* Auditing IDR Bill Audit
- \* Training New Hires and peers
- \* Working and Solving Right Now and MarkeTrak Issues.
- \* Back-up in Exception Assignment
- \* Assign RN and MarkeTrak Issues
- \* Inadvertent Gain Accounts
- \* Processing OPN and KLOS accounts
- \* Answering questions and mentoring my peers
- \* Creating spreadsheets
- \* Trouble shooting, special projects
- \* Updating Processes and Keeping up with Updated Rates and Tariff
- \* ERCOT ERROR CODE 09

Additional Computer Skills:

Microsoft word, works, windows XP, Internet Explorer, office tools.

Databases - Billing databases - Post Audit NIDR and IDR Billing Database ( Tracker), NIDR Billing Database, MarkeTrak, Right Now.

Sox Audit.

All Billing - metering tools - MDMS - EDW- ERCOT Load Profile, Golden, Polaris, Tracker.

## Education

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### **High school or equivalent**

Fairview High School - Boulder, CO

1979 to 1982