

# Eric J. Charette, P.E.

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## Summary of Qualifications

Professional Engineer with a diverse career in utility operations working in positions of field engineering, staff engineering, and consulting with utilities to solve complex business problems with software solutions. Skilled in outage, distribution and mobile workforce management, project management and software implementation. A proven expert in process improvement, change management and process management that possesses effective presentation and communication skills to all audience levels. Has a unique ability to motivate others to realizing their potential and achieving desired results.

## Education and Certifications



Houghton, Michigan

Bachelor of Science Degree in Electrical Engineering with Specialization in Power Systems, February 1999

Registered as Professional Engineer

- State of Alabama • February 2011 • License #: 31689
- State of Wisconsin • March 2004 • License Number: 36744-6

## Professional Experience



**Executive Systems Consultant**

Huntsville, AL December 2006 to Present

- Provide all presales support for Outage, Distribution and Mobile Workforce on InService software solution
- Prepare software/presentation material for presales demonstrations and competitive benchmark opportunities
- Analyze and understand utility business and determine products and services that best fit their requirements
- Provide ongoing requirements and direction for products based on utility industry expertise
- Prepare technical responses for proposal inquires on OMS, DMS and MWFM solutions

## Previous Professional Experience

All engineering work and practice in compliance with **Wisconsin Department of Regulation & Licensing** for *Professional Engineering Registration, Chapter A-E 4.03 Engineering Experience subparts (1) – (7)*



**Senior Outage Management Engineer**

Green Bay, WI March 2005 to December 2006

Wisconsin Public Service

- Process owner of Outage Management, providing technical and strategic expertise and setting WPSR policy
- Coordinated and directed training, change management and process improvement efforts for OMS
- Client Project Lead for multi-million dollar Intergraph InService OMS acquisition and implementation project
- Training Lead Client, included oversight of Trainers, Training Project Manager, 150+ users and SME's



**Regional Electrical Engineer**

Wausau, WI & Oshkosh, WI. March 1999 to March 2005

Wisconsin Public Service

- Responsible for ensuring safety and reliability of electrical distribution system for 40,000 customers
- Provided engineering support for the design, construction, operation and maintenance of distribution system
- Optimization of electric service to new/existing residential, commercial, industrial and agricultural customers
- Provided all technical expertise at local level to designers, meter and line electricians and served on numerous corporate initiatives requiring engineering and presentation skills
- Led multiple multi-million dollar overhead, underground and duct construction projects

## Publications & Conferences

Publications

- *Utility Automation & Engineering T&D* magazine Nov, 2007
  - [AMR/OMS Integration](#)
- *POWERGRID International* magazine Oct, 2013
  - [Expectations of a Utility Outage Management Website](#)

Conferences

- 2008 DistribuTECH - Presented AMR/OMS Integration
- 2008 GITA - Presented AMR/OMS Integration
- 2012 Outage Response and Restoration Management Conference hosted by Marcus Evans 2012 - Presented AMI/OMS Case Studies on Oncor, Integrys, PECO
- 2014 Selected to serve on DistribuTECH Advisory Committee, subcommittee GIS/Mobile

## Technical Expertise

- Intergraph InService Outage Management and Mobile Workforce Management software
- Expert in Microsoft Suite (Word, PowerPoint, Excel, Visio, Publisher) versions XP, 2000, 2007, 2010
- Proficient in web design, HTML, CSS and serve as Web Master for several websites
- Detailed comprehension and experience with Windows (XP, 7, Server 2003/2008), Max OS X, iOS
- Vast experience with VMWare Workstation and Camtasia
- Familiar with XML, Java, JavaScript, SQL
- Extensive professional technical and leadership and management training with attendance at 30 classes