**Destiney Montgomery**

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**Websites, Portfolios, Profiles**

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**Professional Summary**

Client-focused Business Manager offering diverse experience in customer service, business management and training coordination. Quickly builds relationships with both new clients and business audiences. Quick learning with excellent multi-tasking skills and mastery of modern technology. Commended for innovation and creative problem-solving to address business challenges.

**Skills**

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| * Compliance Monitoring * Project Management * Regulatory Submissions * Technical Proficiency * Corrective Action Planning * Root Cause Analysis | * Continuous Improvement * Leadership & Team Management * Credentialing Program Oversight * Regulatory Guidance Interpretation * Standard Operating Procedures Management * Regulatory Strategy Development |

* Training and Coaching
* ISO Compliance
* Quantitative and Analytical Skills
* NERC CIP Regulatory Compliance
* Project Management
* Standard Operating Procedure Compliance
* Regulatory Compliance Expertise
* Audit Support
* SOP Development
* Emergency Action Planning
* Vendor / Supplier Performance Management
* Contract Review

**Work History**

Business Manager, 01/2024 to 04/2024

NEXTERA ENERGY RESOURCES – Juno Beach, FL

* Collaborated on business management projects by meticulously monitoring and tracking risks, issues, and action items
* Maintained thorough documentation and records of all supply chain purchasing activities
* Minimized exposure risks by pinpointing and rectifying areas of noncompliance using SharePoint evidence retention software
* Achieved optimal results during external audits by diligently preparing documentation and providing evidence of strong internal controls
* Provided expert advice to senior management on potential risks, and legal implications, and recommended solutions for complex compliance issues
* Developed comprehensive project plans with clear timelines, milestones, and budget requirements, ensuring timely delivery of high-quality results for over seventy-five projects

NERC CIP Compliance Analyst, 10/2022 to 01/2024

DUKE ENERGY – Charlotte, NC

* Cultivated strong relationships with management, vendors, and executive teams through effective adherence to compliance regulations and meticulous evidence-retention practices
* Prepared documentation for audits and inspections for the North American Electric Reliability Corporation Critical Infrastructure Protection (NERC CIP) Standards while staying current with company procedures and changes to regulatory requirements
* Verified system information accuracy and integrity, bridging gaps through research and collaboration with internal personnel
* Presented complex information clearly to various stakeholders, including regulatory entities and utility representatives
* Streamlined internal audit processes and reduced non-compliance rate by 65% to ensure improved efficiency and accuracy in generating stations

Service Schedule Administrator - NATURAL GAS, 11/2017 to 10/2022

DUKE ENERGY – Charlotte, NC

* Generated over 150 department orders from internal departments, utility customers, and construction personnel daily ensuring accuracy and following company guidelines
* Optimized organizational processes by efficiently managing crew schedules within regulatory restrictions, enhancing productivity
* Collaborated with supervisors and team members to assess supply needs and maintain desired inventory levels
* Maintained detailed production logs and reports, facilitating management's informed operational decisions
* Regularly reviewed scheduled work orders for accuracy, resolving discrepancies before client impact leading to client satisfaction and technician productivity
* Trained and guided new team members to apply best practices and comply with protocols and regulations

Dispatcher, 03/2012 to 11/2017

SCANA CORPORATION – Gastonia, NC

* Trained new dispatchers on company protocols, geospatial systems, and state gas transmission regulation requirements
* Coordinated multi-agency responses effectively during large-scale natural gas incidents and natural disasters
* Directed dispatching, routing, and tracking of 150 fleet vehicles
* Coordinated with company personnel and community resources to ensure timely and appropriate emergency responses
* Monitored and adjusted workloads for technicians in multiple states in response to changes in the operational environment
* Routed service orders from the customer contact center and service technicians, assessing requirements and communicating decisions for efficient resource utilization

Customer Service Agent, 06/2006 to 03/2012

SCANA CORPORATION – Charleston, SC

* Managed high call volumes while providing exceptional customer support and maintaining professional composure
* Conducted periodic maintenance checks on Smart Meters to ensure optimal performance and reliability, minimizing downtime
* Collaborated with utility providers to coordinate meter installations, replacements, and upgrades as needed According to state regulatory requirements
* Reduced billing errors by diligently cross-checking meter readings with reported usage data reducing inaccuracy rates by 65%
* Ensured order accuracy for new utility electric and gas utility line installation
* Served as liaison between different departments within organization facilitating smooth communication flow across teams

**Education**

B.A.: Interdisciplinary Studies w/ concentration in Business Management, 05/2019

Belmont Abbey College - Belmont, NC

**Certifications**

* Lean Six Sigma Yellow Belt, Duke Energy - 2018
* Human Factored Technical Writer, Procedure Solutions Management - 2022
* NERC CIP Foundations Training, Duke Energy - 2023
* Cybersecurity Essentials, USF Corporate Training - 2024
* Modern Management Tools, USF Corporate Training- 2024