



RUTH EDWARDS
CONSULTING

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Ruth Edwards

Profile

Ruth is a business consultant with over 9 years of experience working for multiple businesses. Through her career she has gained a strong knowledge of customer service and operational positions, specifically within the utilities market. She has a depth of knowledge in industry regulations, processes and procedures within the competitive wholesale and retail electricity markets.

Ruth is a highly self-motivated, determined and resourceful individual, with proven communication skills and leadership ability. Her knowledge, customer focus, team-building and leadership skills have been gained across a broad range of business issues, specifically in the energy sector.

Career Highlights

- Settlement and Registration Team Leader for Engage Consulting Limited on site within the Retail section of the FSE 100 Company, British Energy.
- Managed the recruitment of a key team member for an expanding utilities consultancy company. Including advertisement, short-listing, interviewing and writing key business policies; including Health and Safety Policy, Equal Opportunities Policy, and providing ongoing consultancy needs as Ruth Edwards Consulting.
- Part of an Engage Project Team which provided expert analysis to a large electricity retail business in understanding root causes of under-performance against a key industry target. Managed sample analysis activity and production of final report, including summary document provided to the governing body; ELEXON's Performance Assurance Board.

Experience

- Whilst working at BizzEnergy, Ruth managed a number of key positions :
 - Led the query resolution activity for the Commercial and Industrial (Half Hourly) and SME (Non Half Hourly) business including accountability for identifying and implementing solutions to improve team performance and increase customer care; resulting in significantly increased customer payments.
 - Energywatch Co-ordinator ensuring timely resolution of issues and management of stakeholder relationships.
- Whilst at British Energy Direct Limited, Ruth was responsible for a number of business-integral roles :
 - Responsible for delivering compliance with regulatory bodies and managing all internal and external audits. This also included successful accreditation of ISO9001 / 2000, managing the staged project and training throughout the accreditation.

- Managing activities related to Registration, Metering and Distribution Use of System charges (DUoS). This included facilitating the training of the team in 'Achieving Extraordinary Customer Relations'. Also took the role of 'Expert user' for specification and tendering for a new company-wide registration system together with NHH accreditation.
- Undertook the analysis and specification of system changes which resulted in performance improvements and cost savings for the wider business.
- Whilst at Eastern Energy, Ruth undertook a number of key roles including:
 - Management of Change of Tenancy processes via a team of ten as well as a Team Leader for all aspects linked to customer concerns related to prepayment meters.
 - Trading Arrangement system and integration testing as well as D0086 co-ordination and back-billing to ensure billing correctly reflected settlement. Also managed resolution of OFGEM Complaints.

Overview

2007 -

Ruth Edwards Consulting

- Principal Consultant

2006 -

Engage Consulting Limited

- Consultant

2005 - 2006

BizzEnergy Limited

- Query Resolution Team Manager / Bailiff Team Manager / Energywatch Co-ordinator

2001 - 2005

British Energy Direct Limited

- Customer Service Manager / Audit and Compliance Manager / Registration, Metering and DUoS Team Leader

1999 - 2000

Eastern Energy

- Change of Tenancy Team Leader / Prepayment Meter Team Leader

Education

1996 - 1999

De Montfort University, Bedford

- BA (Hons) 2:1 in Sports Studies

Professional Training

- Data Analysis Workshop (2007)
- Internal Auditor ISO 9000 (2005)
- Quality Awareness ISO 9000 / 2001 (2004)
- Appraisal Training (2004)
- Empower Yourself Workshop (2004)
- Quality Foundation (2003)
- Professional Selling Skills (2003)
- Interviewing Skills (2003) and Project Management (2003)
- GEMServ E2E Training (2002)
- Building and Leading Teams (2002)
- Developing Performance Coaching (2002)
- Achieving Extraordinary Customer Relations (2001)