



Krishnendu Sekhar Polley

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Summary

Impact-driven power distribution leader with 6.7 years of experience spearheading system reliability through automation, operational excellence, and digital transformation, elevating customer satisfaction. **Orchestrated** cross-functional teams and stakeholder alignment to drive energy growth strategy, cost optimization, and capex-intensive investments-**generating Rs. 250 Cr+ revenue. Resolved** operational challenges through coordination, capability building, and value extraction-digitalizing legacy systems, upholding safety, 5S, Kaizen-driven quality standards.

Professional Experience

Senior Engineer & Team Lead (System Control Division) | CESC Limited-RPSG GROUP | Kolkata

- **Led** Kolkata's urban power grid operations, **reducing network overloading by 20%** through targeted infrastructure investment and safeguarding supply reliability for thousands of consumers.
- **Delivered 24/7 power availability across 84.8% of distribution units**, outperforming the national urban benchmark through real-time network monitoring and proactive fault management.
- **Steered** a 15-member control room team through peak summer loads and major cyclonic events, sustaining **99% power supply** continuity under extreme adverse conditions.
- **Executed** a revenue generation initiative leveraging surplus power flexibility, exporting excess capacity to the real-time spot market through active trading and generating **INR 200 Cr+ in revenue**.
- **Formulated** dynamic merit order scheduling across owned and long-term PPA generation units based on variable unit cost, unlocking an **annual profit scope of INR 35 Cr+**.
- **Architected** a distribution network automation strategy for fault-prone zones, **projecting a 1-3 year investment payback** while improving SAIDI/SAIFI reliability metrics.
- **Navigated** change management during digital transformation by introducing a structured reskilling model, preserving team productivity and morale through significant workforce rationalization.
- **Built** a web-based Online Fault Management Portal in collaboration with the IT team, consolidating multiple legacy systems into a unified real-time dashboard with automated MIS reporting.
- **Drove ISO 9001:2015 compliance** by systematically reviewing and recalibrating quality objectives and KPIs biannually, embedding rigorous quality management across departmental operations.
- **Championed** ESG and sustainability initiatives as Nodal Officer of a dedicated substation, collaborating with cross-functional teams to achieve Gold Standard Green Building Certification.

Engineer (System Control Division) | CESC Limited-RPSG GROUP | Kolkata

- **Deployed** a 24/7 proactive monitoring program for commercial customers, **reducing voltage complaints by 32% YoY, achieving 45-minute resolution, and improving CSAT to 3.9/4.0**.
- **Formulated** a power market optimization initiative, analysing market price signals against internal costs to optimize energy import/export and generating **INR 30 Cr+ in annual savings**.
- **Engineered** a priority-based customer call routing system, **reducing wait and response times by 30%** and improving overall service quality.
- **Redesigned** outage communication systems to deliver automated alerts in 2.5 minutes - **50% faster** than the 5-minute benchmark - reducing unnecessary calls and enhancing customer experience.
- **Pioneered** a centralized digital complaint management system for multi-stakeholder use, reducing unattended technical issues by **98% within two years** and improving restoration response times.
- **Instituted** KPIs and dedicated account managers for high-value clients, implementing dynamic network adjustments to proactively resolve recurring issues and strengthen long-term customer-provider relationships.
- **Identified and documented** unsafe conditions at receiving stations posing near-miss and first-aid incident risks, enabling proactive corrective action and reinforcing workplace safety standards across electrical infrastructure.

Education

Bachelor of Technology (Electrical Engineering) – National Institute of Technology, Durgapur | India

Accomplishments and Awards

- **Pre-Placement Offer:** Secured pre-placement offer from CESC Limited, RPSG Group, in recognition of outstanding contribution to live project implementation - Proposed an ESP and auxiliary power optimization strategy to cut auxiliary power usage by about 20-30% through energy-efficient process improvements.

- **International Gold Award, 49th ICQCC 2024:** Won Gold at the Sri Lanka Association for the Advancement of Quality and Productivity for optimizing critical supply restoration to essential consumers (hospitals, pumping stations) by 98%, generating ₹15 lakh in tangible gains.
- **National Gold Award, 37th NCQC 2023:** Won Gold at the Quality Circle Forum of India for Kaizen-driven improvements that cut essential installation outage times by 98%, reducing customer complaints as a key intangible gain.
- **Udaan Achievement Award:** Delivered comprehensive 6/11 KV feeder database updates, ensuring regulatory compliance for the National Feeder Monitoring System Dashboard and streamlining network operations at RPSG Group.
- **Kudos Special Contribution Award:** Led digital transformation and process automation for the HT customer support module at RPSG Group, significantly optimizing complaint redressal turnaround.
- **Kaizen Quality Award:** Championed quality enhancement initiatives at RPSG Group that reduced outage times, improved customer experience and stakeholder management scores, and strengthened workplace safety.

● License & Certifications

- Pre-MBA Statistics - IIM Ahmedabad
- Electrical Supervisor License (compliance with Electric Act, 2003 and Regulations) - West Bengal Licensing Board, Government of West Bengal
- Machine Learning - Stanford University (Coursera)
- Building and Developing High-Performance Teams (Residential Management Development Program) - International Management Institute, Kolkata
- Management Development Program - XLRI Jamshedpur
- MATLAB & Simulink - Central Tool Room & Training Centre, Kolkata (Ministry of MSME, Govt. of India)

Co/Extra-curricular

- Event Coordinator (Permissions), Recstasy (Annual Cultural Fest): Managed permissions and logistics coordination for NIT Durgapur's flagship annual cultural festival.
- Mentorship: Guide junior engineers on technical problem-solving, professional development, and structured career growth.
- Quiz Contest Winner, World Environment Day: Won RPSG Group's flagship sustainability-themed quiz competition.
- Team Strategy, Quiz Competitions: Drove team coordination, strategic planning, and brainstorming to secure wins across multiple quiz competitions.
- Academic Excellence, Mathematics: Earned multiple Certificates of Merit with consistent A/A+ grades from the All-India Science Teachers' Association, Centre for Pedagogical Studies in Mathematics.
- Professional Certification, Painting: Certified in painting by Surabharati Sangeet Parishad, registered under the Government of West Bengal.
- Fault Detection Automation, Project Report (NIT Durgapur): Developed a microcontroller-based underground cable fault detector to accelerate diagnostics and streamline network repairs.