



Krishnendu Sekhar Polley

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Summary

Impact-driven leader with **6.7 years** of experience spearheading strategic decision making, operational excellence, digital transformation and crisis response elevating customer satisfaction in power distribution sector. **Orchestrated** cross-functional teams and stakeholder management to drive growth strategy, cost optimization, and capex-intensive investments-**generating Rs. 250 Cr+ in revenue and saving impact**. **Recognized** for leading teams in ambiguous environments, driving large-scale transformation, building new capabilities, delivering sustainable business solutions and generating high-impact value.

Professional Experience

Senior Engineer & Team Lead (System Control Division) | CESC Limited-RPSG GROUP | Kolkata | Jul 23 – Apr 26

- **Commanded a 15-member team** through cyclones and peak-demand crises, making dynamic decisions in an ambiguous environment to **sustain 99% service continuity** while preserving team morale.
- **Orchestrated** grid infrastructure planning, growth strategy and execution across multiple teams, **cutting system overload risk 20%** and safeguarding reliable service for **3.5 million of consumers**.
- **Executed** a revenue generation strategy analysing historical capacity-utilization trends and formulated a regulatory-informed trading plan, **generating Rs. 200 Cr+ in revenue** through real-time spot-market execution.
- **Unlocked a Rs. 35 Cr+ profit opportunity** by modelling variable-cost merit-order scheduling across owned and contracted generation assets, transforming operational flexibility into measurable value.
- **Formulated** a data-driven strategic cost-management model, benchmarking market price signals against internal costs to deliver **Rs. 30 Cr+ in annual savings** through energy import/export.
- Instituted organizational governance across **12+ annual** compliance audits and **biannual ISO 9001:2015 reviews**, aligning team execution to enterprise quality goals and sustaining **performance above 98%**.
- **Championed** a structured reskilling program through large-scale digital transformation, future-proofing the team's capabilities and preserving productivity through workforce rationalization.
- **Managed** a cross-functional digital-transformation build with IT, structuring legacy systems into **one unified dashboard** and **automated stakeholder workflow** - driving measurable value addition for internal stakeholders.
- **Architected** a distribution network automation strategy for fault-prone zones, **projecting a 1–3 year investment payback** while improving core reliability metrics.
- Optimized asset utilization by redeploying underused electrical infrastructure, eliminating peak-season network bottlenecks and avoiding new capital expenditure through improved **asset lifecycle management**.
- **Piloted** the organization's ESG agenda as **Nodal Officer**, remodelling substation infrastructure for sustainability and securing **Gold Standard Green Building Certification**.
- **Cultivated** team readiness through emergency-response simulations and mock drills, converting capability into competitive advantage **with a record 27-second restoration** and safeguarding **Rs. 50L+ in annual revenue** through industry-leading response speed.
- **Engineered** process consistency and continual innovation - sustaining **24/7 availability across 84.8% of units** above the national benchmark and securing the organization's top workplace-excellence ranking.

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

Jul 19 – Jun 23

- **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**.
- **Streamlined** internal communication and record-keeping into a centralized digital system, translating data into KPI measures and cutting unattended issues **98% within two years**.
- **Redesigned** outage-communication and customer-routing processes on a priority basis, **cutting alert time 50% and wait times 30%** through decisive process-improvement calls.
- **Engineered** a priority-based customer call routing system, **reducing wait and response times by 30%** and improving overall service quality.
- **Led** team performance against defined KPIs, assigning dedicated account managers for high-value clients to strengthen long-term client-relationship management.
- **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.
- **Automated** supply management for critical institutions - hospitals, water stations, government bodies - delivering **Rs. 15L+ in recurring annual savings**.
- **Standardized** operational workflows and communication protocols across field teams, achieving a **zero-incident safety record**.

Education

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

Accomplishments and Awards

- **Pre-Placement Offer, CESC Limited, RPSG Group:** Earned for outstanding contribution to live project implementation - to cut auxiliary energy usage by about **20-30%** through efficient process improvements.
- **International Gold Award, 49th ICQCC 2024 (Sri Lanka):** Won Gold for optimizing critical supply restoration to essential consumers by 98%, delivering ₹15 lakh in tangible gains.
- **National Gold Award, 37th NCQC 2023 (Nagpur):** Won Gold for Kaizen-driven improvements that cut essential outage times by 98%, reducing customer complaints as a key intangible gain.
- **Udaan Achievement Award, RPSG Group:** Awarded for regulatory-compliant feeder database modernization across the network
- **Kudos Special Contribution Award, RPSG Group:** Awarded for leading digital transformation and process automation for client support, significantly optimizing complaint redressal turnaround.
- **Kaizen Quality Award, RPSG Group:** Awarded for enterprise-wide quality and continuous safety improvement initiatives.

License & Certifications

- Lean Six Sigma Green Belt - KPMG
- Excel Skills for Business: Advanced - Macquarie University
- Business Writing - University of Colorado Boulder
- Machine Learning - Stanford University
- Pre-MBA Statistics - IIM Ahmedabad
- Electrical Supervisor License (Electric Act, 2003 and Regulations) - West Bengal Licensing Board, Govt. of WB.
- Building and Developing High-Performance Teams (Residential MDP) - International Management Institute, Kolkata
- Management Development Program - XLRI Jamshedpur

Co/Extra-curricular

- **Core Committee Member, General Management & Leadership Club (GMLC), IIM Ahmedabad:** Driving corporate outreach and live-project partnerships to strengthen industry engagement for the cohort, expanding career and networking opportunities.
- **Student Representative, Placement Co-ordinator, NIT Durgapur:** Facilitated on-campus placement process as Student Co-ordinator and representative to Training & Placement Cell.
- **Event Coordinator (Permissions), Recstasy:** Managed permissions and logistics coordination for NIT Durgapur's flagship annual cultural festival.
- **Mentorship:** Guided 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.