
CLAY KNUCKLES

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10016 Robinson Road, Louisville, KY 40299

OBJECTIVE

Experienced and accomplished energy efficiency program manager with over 15 year of experience seeking to leverage extensive background in energy efficiency, departmental organization and training into a regional management position.

EXPERIENCE

SEEL, LLC, Louisville, KY

Program Manager, April 2017 to Present

- Manage statewide multi-year, multi-million dollar energy efficiency program for the state of Kentucky.
- Lead operations team to position company and program for success delivering on client's needs.
- Manage resources and oversee project budgets.
- Oversee day to day operations.
- Effectively communicate with internal departments including marketing, finance, and corporate communications to ensure projects are funded, resourced and targeted to client base.
- Communicate with clients through timely written project reports and facilitation of project teams and client meetings.
- Management and oversight of all aspects of efficiency projects including milestone delivery and deadlines, budget, financial management, monthly client reporting monitoring and summarization of program progress and internal cross-functional team management.
- Preparation of reports for clients and management regarding project status.
- Work in collaboration with client account team to manage the expectations of all stakeholders during the development process, and maintain client relationships to increase revenue and program extensions.
- Expand revenue opportunities with current client.
- Review proposals to determine ROI feasibility, labor costs, timelines, funding and staffing requirements to meet operations and company goals.
- Responsible for acquiring, leading, training, developing and retaining team leaders, project managers and technical talent to ensure consistent quality delivery of efficiency solutions.

SEEL, LLC, Louisville, KY

Senior Field Coordinator, October 2014 to April 2017

- Conduct morning crew meetings and encourage team interaction.
- Ensure that there are auditors available at all times to conduct daily Weatherization audits.
- Coach, advise, and mentor crews where appropriate.
- Ensure crews fulfill scheduled appointments by tracking real time progress for all visits.
- Measure and monitor program quality assurance and time management of all assigned crews daily.
- Handle all assigned customer complaints related to Weatherization activity.
- Replenish inventory in field as needed.
- Ensure auditors fully complete NEAT audit and product install information on their handheld tablets, the day of their visits
- Perform daily reviews all crew consultation and install information for accuracy.
- Measure and Monitor Consultants and Installers time and effectiveness.
- Work as an auditor when needed.
- Review and approve all crew time off request.

SEEL, LLC, Louisville, KY
Energy Auditor, January 2014 to October 2014

- Work independently to conduct residential energy audits utilizing the US Department of Energy's NEAT Weatherization software. This includes travel to the customer homes, educating the customer, completing paperwork, and using a handheld tablet to input energy saving measures, performing a comprehensive audit including blower door, recommendations and interface with multiple databases.
- The individual will also maintain accurate supply inventory on a daily basis.
- Communicate project goals and convey positive image of project partners.
- Perform residential energy audits and record findings (e.g. blower door, insulation level, thermostat type, furnace efficiency and condition) and download/upload the required forms and worksheets.
- Teach customers how to perform simple low- and no-cost energy conservation measures, such as sealing air leaks and changing furnace filters.
- Provide and influence the customer toward additional energy education and savings; such as referral to other LG&E and KU or social service programs, and engaging customers in the creation of action plans, which detail the steps they must take to save energy and reduce costs.

Hewlett Packard, Alpharetta, GA
Technical Solutions Consultant, November 2012 to November 2014

- Delivered remote storage customer support establishing HP as the premier network storage provider.
- Provide support for storage and SAN products in complex configurations.
- Responsible for call logging, entitling, documenting, troubleshooting, diagnosing, and using elevation and escalation processes when appropriate.

Home Diagnostic Solutions, LLC, Lawrenceville, GA
Energy Consultant Department Manager, April 2009 to November 2012

- Managed new department responsible for sales implementation of program measures.
- Designed and installed process for remote bidding process for HVAC/Insulation contractors.
- Maintained network of contractors.

Home Diagnostic Solutions, LLC, Lawrenceville, GA
Home Performance with Energy Star Department Manager, May 2005 to April 2009

- Manager position over recruiting, training and supervising 15+ auditors and salespeople.
- Created positive environment where customers enjoyed high levels of service and employees were motivated to deliver top performance.
- Managed front-end operations to ensure friendly and efficient transactions with homeowners and builders.

Home Diagnostic Solutions, LLC Lawrenceville, GA
Energy Auditor, November 2001 to May 2005

- Conduct energy audits for Right Choice program under the direction of Jackson EMC.
- Conduct energy audits for Georgia Power in the Home Performance with Energy Star program.

MILITARY SERVICE

US Army October 1991 to October 1995, M1 Armor Crewman
KY National Guard, June 1987 to June 1991