

EXHIBIT NO. ___(GA-2)
DOCKET NO. U-110808
WITNESS: GILBERT ARCHULETA

**BEFORE THE
WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION**

**WASHINGTON UTILITIES AND
TRANSPORTATION COMMISSION,**

Complainant,

v.

PUGET SOUND ENERGY, INC.,

Respondent.

Docket No. U-110808

**FIRST EXHIBIT (PROFESSIONAL QUALIFICATIONS) TO THE
PREFILED INITIAL TESTIMONY OF
GILBERT ARCHULETA
ON BEHALF OF PUGET SOUND ENERGY, INC.**

APRIL 3, 2012

1 **PUGET SOUND ENERGY, INC.**

2 **FIRST EXHIBIT (PROFESSIONAL QUALIFICATIONS) TO THE**
3 **PREFILED INITIAL TESTIMONY OF GILBERT ARCHULETA**

4 **Q. Please state your name and business address.**

5 A. My name is Gilbert Archuleta. My business address is 19900 North Creek
6 Parkway, Bothell, Washington 98011.

7 **Q. By whom are you employed and in what capacity?**

8 A. I am employed by Puget Sound Energy, Inc. ("PSE") as Manager, Reporting and
9 Analysis in the Customer Care organization.

10 **Q. What are your duties as Manager, Reporting and Analysis?**

11 A. I am responsible for the daily oversight and operation of the reporting and analysis
12 team supporting the Customer Care organization. The team provides business
13 intelligence to the Customer Care leadership team by delivering daily, monthly,
14 annual and ad hoc reports, assisting with continuous process improvement,
15 developing quality assurance strategies and evaluating the customer experience.

16 **Q. Please describe your relevant employment experience.**

17 A. I have been employed with PSE since March 2009. I began my employment as a
18 supervisor in the Customer Access Center and was promoted into my current role as
19 Manager, Reporting and Analysis. Prior to joining PSE I worked for Qwest
20 Communications as Manager, Billing Services where I was responsible for a

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national team that managed billing exceptions for Qwest's large business customers.

Q. Briefly describe your education.

A. I have a Bachelor's in Business Management from the University of Phoenix. Prior to the University of Phoenix, I attended the University of Utah with an emphasis on Political Science and Communications.