

# William S. Arvin

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## WATER/WASTEWATER OPERATIONS, COMPLIANCE & MAINTENANCE

Project Management | Procedure Development | Quality Assurance & Quality Control | Customer Relations | Environmental Health & Safety | Regulatory Compliance | Vendor Relations | Sales

Reputation for exceeding expectations in the management of water and wastewater treatment systems. Creates development programs to improve environmental service, process and safety, implement capital improvement projects. Excels at interacting with all personnel including government, executives, and engineers. Skilled in researching industry trends to design and execute plans that boost products and service.

- Operational Efficiency – leading a successful team to operate environmentally safe water and wastewater treatment systems.
- Quality Assurance – incorporates current best practices into Standard Operating Procedures (SOPs) and Quality Assurance / Quality Control (QA/QC) protocols.
- Business Performance Improvements – with an emphasis on process streamlining and improvement, program design and development, and vendor negotiations.

## PROFESSIONAL EXPERIENCE

Field Service & Technical Advising Specialist, GE Power & Water, IPL Petersburg, Indiana 2017 - Present

Perform field operations of wastewater treatment equipment and able to commission, troubleshoot and operate evaporators, reverse osmosis (RO) systems, micro-filtration, clarification and conventional filtration systems. Review construction installation of water treatment systems to determine completeness and other customized water purification equipment and applications.

- Utilize the proper procedures and equipment when handling chemicals; examples of chemicals handled: HCl, NaOH, H<sub>2</sub>SO<sub>4</sub>, N<sub>2</sub>H<sub>4</sub>, Al<sub>2</sub>(SO<sub>4</sub>)<sub>3</sub>, O<sub>3</sub>, etc.
- Consult with customer management and technical counterparts including communications with other customer operators, Field managers, Environmental Health and Safety, sales, engineering, logistics, outside contractors and plant operators regarding equipment and operations regularly
- Perform water analysis and collect samples for preparation, labeling and shipment to designated laboratory for analysis
- Perform daily testing that may include NTU, Hardness, Chlorine, pH, CO<sub>2</sub>, O<sub>2</sub>, SDI, TOC, Na, Conductivity, Silica, in addition to various other site-specific testing requirements
- Conduct preventative maintenance and calibrate equipment per established process
- Transfer data to Microsoft spreadsheets, make trending graphs, calculate equipment run length and throughput, interpret data and make necessary adjustments, notify appropriate personnel when changes are made, upload information into some common libraries
- Maintain monthly reports (charts / graphs), monthly Safety audits, daily and/or weekly reports
- Implement work procedures, Job Safety Analysis, maintenance / repair schedules
- Maintain inventory of spare parts and adequate supply of chemicals and replacement parts; track usage, anticipate peak needs and balance inventory levels including inventory reconciliation and reordering
- Ensure compliance of volume and quality per the customer's contract specifications
- Work with PLC controls, water process treatment design, and repair pumps, instruments and control panels. Strong PC skills including experience with MS Excel, Word, & Access. Knowledge of programming DCS systems and able to take instruction over the phone to change the RS logics programming
- Read and understand Process Flow Diagram (PFDs) and Piping and Instrumentation Drawing (P&IDs)
- Participate in on-site project management (start-up and commissioning), troubleshooting, Clean in Place, PVC repair, cut / glue up to, but not limited to 6" PVC, valve change outs, backwashing, air scrubbing, sluicing, chemical drum / tote change outs, filter bag and cartridge filter replacements, RO membrane replacements, basic electrical troubleshooting, etc. Foxboro, Fisher and Rosemount instrumentation experience.
- Possess basic knowledge of rotating equipment, centrifugal pumps, chemical addition pumps and centrifugal compressors

Water Operation & Treatment Specialist, Indiana American Water, Newburgh, IN 2016 – 2017

Responsible for distributing water from our 2 treatment facilities to 6,500+ customers. Monitor water quality using all resources and ensuring strict compliance with local, state and federal environmental regulations.

- **Customer Service** – Provide reliable customer service by prompt response to customer concerns and timely completion of projects.
- **Budget** – Reduce inventory of lab supplies by working with vendors to minimize our stock. Negotiate pricing on supplies that we use in day to day operations
- **Process Improvement** – Performing day-to-day troubleshooting and planning with the automated Scada system. Gathered and prioritized product and customer requirements. Work with support staff to achieve customer satisfaction. Involved heavily with state and federal lab compliance and regulations

**Water Treatment Specialist, City of Huntingburg, Huntingburg, IN**

**2013 – 2016**

Responsible for distributing water from our treatment facility and a regional water supplier to 2,400+ customers. Monitor water quality using all resources and ensuring strict compliance with local, state and federal environmental regulations.

- **Customer Service** – Provide reliable customer service by prompt response to customer concerns and timely completion of projects.
- **Budget** – Reduce inventory of distribution supplies by working with vendors to minimize our stock. Negotiate pricing on supplies that we use in day to day operations
- **Process Improvement** – Performed day-to-day troubleshooting and planning with the automated water meter reading system [ Itron ]. Gathered and prioritized product and customer requirements. Worked with sales and support staff to achieve customer satisfaction and obtain a more reliable system.

**Utilities Superintendent, Town of Winslow, Winslow, IN**

**2010 - 2013**

With a team of 5 personal, treated and distributed water from the Patoka River and treated wastewater for 425 customers. Focused on allocating and managing budgets, training staff, and ensuring strict compliance with local, state and federal environmental regulations. Consultate with staff to plan and coordinate workflow, maximize use of resources, control costs and implement capital improvements. Develop staff training programs to ensure employees remain current with company goals and objectives. Analyze and review work and general operations to contain loss prevention variables. Implemented asset management plan. Water Audits.

- **Customer Service** – Achieved superior customer service rating by prompt response to customer concerns and timely completion of projects.
- **Budget** – Reduced chemical usage 30% by building a team environment on the strengths of Operators, and Maintenance personnel to maximize process control.
- **Process Improvement** – Constructed a new polymer feed system and performed day-to-day product planning and execution throughout the product lifecycle. Gathered and prioritized product and customer requirements and defined the product vision. Liaised between engineering, sales, and support staff to achieve and exceed revenue and customer satisfaction goals.

**Water Superintendent, Town of Francisco, Francisco, IN**

**2012 - Present**

Responsible for distributing water from a regional water supplier to 375 customers. Monitor water quality using all resources and ensuring strict compliance with local, state and federal environmental regulations.

- **Customer Service** – Achieved superior customer service rating by prompt response to customer concerns and timely completion of projects.
- **Budget** – Reduced water loss by 5% by working with contractor and town officials to identify the trouble spots in distribution system and implementing annually water audits
- **Process Improvement** – Oversaw construction of new 600,000-gallon water tower to help with pressure control and disinfection by- product reduction

**Heavy Equipment Operator, Peabody Energy**

**2005 - 2010**

Operating various earth dumping and moving equipment, Cat 777,793 and Euclid R190, 260, Cat 988,992, Cat D7,8,9,10 Inspect equipment for daily operation.

- MSHT Member, Surface Mine Emergency Team Captain, First Responder

**EDUCATION**

- High School Diploma, Pike Central High School, Petersburg, IN 1987
- Indiana AWWA Water & Wastewater Operator School, Evansville, IN 2011

**PROFESSIONAL DEVELOPMENT / LICENSES / CERTIFICATIONS**

- WT4 Water Treatment Operator's License - Indiana
- DSM Water Distribution System Operator's License - Indiana
- A-SO Wastewater Operator's License - Indiana
- I-SP Wastewater Operator's License - Indiana
- IUPPS Mapping Training
- Commercial Driver's License – Class B
- CPR and First Aid Certified
- DOS, Windows3.1, Windows 95, Windows 98, Windows NT, Windows 2000, Windows XP,7,8.1 &10
- Microsoft Office 2013, Word, Excel, PowerPoint, Schedule+, Access, Works, Publisher, Outlook
- Macintosh 10.7 and later, Various Macintosh programs. 20+ years' experience, accomplished level of knowledge.
- Certificate of Completion, Welding- May, 1987
- Wal-Mart Excellence Award-January, 1996
- Honorable Mention, Indiana State Drafting Finals – 1987

## PROFESSIONAL AFFILIATIONS

- *Active Member of Bethel Memorial Church*
- *Active Member of the American Water Works Association - AWWA*
- *Active Member of the Indiana Rural Water Association - IRWA*
- *Active Member of the Francisco Volunteer Fire Department – Past Fire Chief*
- *Middle Patoka River Watershed Steering Committee Member*
- *Indiana Water/Wastewater Agency Network Steering Committee Member*
- *American Water Works Association Membership Committee Member*