



**Nancy DeLeon**

Technical Training  
Specialist

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Nancy is a Technical Training Specialist and subject matter expert for the design, delivery, and implementation of training. With over 24 years of energy industry experience in power system operations and training, she is responsible for development and delivery of the NERC-specific training program for initial NERC System Operator Certification and continuing education of certified operators. Nancy has supported control room operations, was a real-time system operator, and has managed and facilitated NERC and SERC committees and working groups.

## **Nancy shared some insights into her career, current position, and past accomplishments:**

### *When and why did you decide to pursue a career in your field?*

In 1995, after supporting the operating group with short time planning, I wanted to understand and experience real-time operations. The real-time operation position is a very intriguing, prestigious, and challenging one. After many years in an operations role, I wanted to help current and future operators improve and reinforce their knowledge of system operations, so I became a trainer.

### *What do you like best about your job?*

I enjoy developing online training courses for students. Transferring knowledge to others to ensure learning takes place is exciting.

### *What project are you most proud of?*

Simulation training. This allows instructors to make the connection to concepts with actual hands-on practice.

### *How has your job changed over the past few years?*

Distance learning is very popular now and I teach via online more frequently. While very efficient, there are challenges to overcome when you are not face-to-face with students.

### *Give one word that describes you best.*

Ingenuity.

### *What motivates you?*

In my current career, successful learning opportunities motivate me.



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