Alex Devlaeminck

INFORMATION TECHNOLOGY SPECIALIST

SUMMARY

Detail-oriented IT and networking specialist with 4 years of experience in the renewable energy industry looking to apply technical expertise and administrative skills to help support business operations. Proven history of successful work with cross-functional teams in a fast-paced environment. Experienced supporting multiple SaaS platforms via phone, e-mail and CRM ticketing system.

EXPERIENCE

Agency Reporting Data Analyst

Also Energy, Boulder, CO - (Remote Employee) / 2018 – 2020

- Ensured timely and accurate submissions of monthly and daily data to renewable energy government agencies and utilities
- Analyzed and validated renewable energy data
- Drafted agency reporting contract agreements and data collection forms
- Daily correspondence with customers, EPCs and systems owners regarding their projects and their data reported for incentives

Tier 3 Support Engineer

Also Energy, Portland, OR / 2016 –2018

- Provided the highest level of technical support for Also Energy hardware and software products to customers and electronics technicians
- Managed and organized the installation of key client projects
- Trained new employees and created internal support documentation

Oregon State College of EECS Peer Advisor

Oregon State University, Corvallis, OR / 2013 – 2015

- Worked in a collaborative team environment advising incoming students on how to register for their courses
- Guided of prospective students and families on campus tours and conducted introductory presentations about life on campus

EDUCATION

Bachelor of Science in Business Information Systems
Senior Standing in Electrical and Computer Engineering

Oregon State University, Corvallis, OR / Fall 2012 – Summer 2016

One Year Certificate in Electronics Engineering Technology

Clackamas Community College, Oregon City, OR / Fall 2011 – Spring 2012

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📞 503-953-6575

📍 Portland, Oregon

SKILLS

Extensive knowledge of all Microsoft Office programs

Great attention to detail and ability to solve problems quickly

Excellent written and verbal communication skills

Self-motivated, strong work ethic, and fast learner

Proficient with Netsuite, Zendesk, ADP, and Salesforce ERP Software

Experience troubleshooting DAS and SCADA systems remotely and on-site

Familiar with SQL, TCP/IP Networking, DHCP, DNS, FTP, SSH, VOIP, and Telnet Internet Protocols

AWARDS

Phi Theta Kappa Honors Society – 3.5+ College GPA

Oregon State Austin Entrepreneurship Scholarship