Paul Devey

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1. Earned a Bachelor of Science in Computer Science from the University of Pittsburgh-Johnstown.

2. Utilized Python scripts and VBA macros to automate billing processes at Flagger Force Traffic Control Services, enhancing efficiency and accuracy.

3. Developed performance-tracking tools and optimized processes at West Shore Home and Amazon.com, demonstrating a commitment to operational excellence.

4. Led teams in high-risk environments as a Supervisor/Facilitator at Roundtop Mountain Resort, ensuring safety and facilitating team-building activities.

5. Proven track record in technical expertise, process optimization, leadership, and operational management, showcasing versatility in technology implementation and process improvement initiatives.

Authorized to work in the US for any employer

Work Experience

Billing Analyst
Flagger Force Traffic Control Services-Hummelstown, PA
May 2022 to Present

• Programmed Python scripts to split, combine, and error-check PDFs, create individualized Excel files, and audit PDFs against Excel data, resulting in the saving of dozens of labor hours.

• Developed VBA macros and power queries to automate data cleansing, file creation, and invoice submissions.

• Implemented this automated approach across other billing clients to minimize user error.

• Managed weekly billing of $400K using Excel and Intaact Sage software.

• Identified and corrected formula errors, including severe under-billing of overtime.

• Collected $6 million from invoices overdue by 90+ days, resolving inter-company communication issues regarding submission procedures

Project Reviewer
West Shore Home-Mechanicsburg, PA
February 2021 to May 2022

• Created a database of checklists that follows the SOP steps for performing the Bath Review Role.

• The checklist can also track errors and their reasons over time and can remind the user of frequent mistakes.

• Using this checklist has reduced my personal error rate by over 50%.

Shift Manager
Amazon.com-Elizabethtown, PA

April 2020 to March 2021

• Created an Excel Dashboard to track the daily performance data to find barriers that associates were facing. From this I was able to bring the process time back into line with the network standards. This was an improvement of 55% within a month.

• Developed Excel workbooks to track performance metrics for 4 departments for other managers and the Site Lead.

• Wrote SOPs for each of these Excel workbooks so that they could be passed up to Regional Management for use in other nearby delivery stations.

Shift Assistant
Amazon.com-Elizabethtown, PA
August 2019 to April 2020

• Oversaw and managed the physical processes to guarantee the Customer Promise was met, and packages were delivered on or before the estimated delivery date.

• Ensure successful area performance through tracking and reporting metrics.

• Provide associate performance feedback to manager.

• Review and provide feedback on process documentation.

Yard Specialist
Amazon.com-Carlisle, PA
April 2019 to August 2019

• Determine daily trailer pool requirements and trailer flow in yard.

• Correspond with multiple shipping companies and their contacts.

• Consolidate data from multiple data sources to generate daily reports.

• Maintain accuracy of trailer yard through daily audits.

Ship Clerk
Amazon.com-Carlisle, PA
October 2016 to April 2019

• Perform safety checks and attachment of tractor trailers to warehouse docks.

• Assign tasks to associates to ensure trailers are released on time.

• Coach associates about safety and quality standard operating procedures.

• Remove barriers for associates to increase efficiency.

Supervisor/Facilitator
Roundtop Mountain Resort Lewisbury-Lewisberry, PA
May 2010 to October 2017

-Supervise ropes course facilitators and participants to ensure safety on climbing walls, zip lines, and high ropes elements.

-Facilitate team building through use of high and low ropes courses, and complete tasks requiring teamwork, communication, trust, and cooperation.

-Camp leader and group counselor for week-long children's day camps.

-Perform monthly ropes course safety checks.

Education

Bachelor of Science in Computer Science
University of Pittsburgh-Johnstown - Johnstown, PA
August 2010 to December 2015

Skills

- Data entry
- SQL
- Business analysis
- Microsoft Excel
- Microsoft Word
- Analytics
- Organizational skills
- Team management
- Data visualization
- Warehouse experience
- Shift management
- Analysis skills
- Python
- Sage
- Java
- Software development
- JavaScript

Assessments

Technical support — Proficient
November 2021

Performing software, hardware, and network operations
Full results: [Proficient](#)

Spreadsheets with Microsoft Excel — Proficient
November 2021

Knowledge of various Microsoft Excel features, functions, and formulas
Full results: [Proficient](#)

Attention to detail — Proficient
December 2021

Identifying differences in materials, following instructions, and detecting details among distracting information
Full results: [Proficient](#)