Devon Lewis

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# **SUMMARY OF SKILLS**

| I am a recent graduate from Boston University seeking part time income. I am dependable, friendly, and enthusiastic about the work I do. I am proficient in writing and mathematics. I am confident I will be able to assist in helping students better understand curriculum they may find challenging to learn. |
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# **EDUCATION**

| **Boston University: August 2015 – October 2018**  Master’s Degree: Computer Science - Web Application Development  **University of California, Santa Barbara: August 2009 – September 2012**  Bachelor of Arts Degree: Communications |
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# **Professional experience**

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**Xcel Energy: July 2019 – August 2020**

Work within our ticketing system to ensure contractors follow Xcel policy while working around HCA, HP, and IP gas lines. Provide constant communication with contractors to ensure I am available when needed on site and ensure contractors are able to finish their jobs in a timely manner. Document jobs and send reports to Xcel so they are able to maintain records of current conditions of their gas lines that have been exposed while also maintaining a record of work that has been done around their gas lines.

**CenturyLink: April 2018 – May 2019**

Worked as part of the Off-Net team and was responsible for working on electrical DS1 and DS3 circuits. This involved working with external customers, as well as local exchange carriers that deliver last mile services to our customers. My shift consisted of remotely logging into Microsoft Teams, logging into our phone system in order to take calls, and then accepting ticket handoffs from the previous shift and troubleshooting customer circuits utilizing various design databases. If no tickets were handed over that needed further action, I was expected to start investigation on new customer trouble tickets that have not been investigated yet.