DEVON ROSS

920-493-8001   Devonross50@yahoo.com   1752 Burgoyne Ct Apt 25, De Pere

Professional Summary

- Detail oriented and organized
- Dedicated worker
- Empathetic, decisive, and respectful

Education

Coding Bootcamp – Full Stack Web Development   August 2021
University of Wisconsin Extended Campus

Economics – Bachelor's Degree   May 2016
Business Administration – Minor
University of Wisconsin Green Bay

Business Management – Associates Degree   August 2014
Northeast Wisconsin Technical College

Supervision Certificate   August 2014
Northeast Wisconsin Technical College

Business Operation Certificate   August 2014
Northeast Wisconsin Technical College

Phi Theta Kappa Member   2013 to 2014
International Honor Society of Two-Year Colleges

Work Experience

Volume Management   2018 to present
Constellation NewEnergy – Gas Division LLC

- Forecast and validate customer usages and trends by utilizing Excel, SQL, and Power BI
- Build relationships with utilities
- Manage and balance customer's usage within utility guidelines
- Enhance processes and tools for team members
- Top Performer Award - 2019

Account Management   2016 to 2018
Constellation NewEnergy – Gas Division LLC

- Build customer relationships
- Renewal of existing customers

- Customer Visits
- Provide quotes to customers
- Collaborate with cross functional teams
- Build and maintain customer reports and estimates for team
- Top Performer Award 2017

Account Management - Intern   2014 to 2016
Constellation NewEnergy – Gas Division LLC
- Resolve customer issues
- Handle Customer Utility Enrollments
- Financial responsibilities – Invoice Estimates, Savings Reports
- Prepare training documents for market team
- Provide training to new interns

Technical Experience

- Original team member of Volume Manager department technical team – 1+ year
- Microsoft applications including Excel, Power BI, Power Apps, Power Automate – 3+ years
- HTML – 6 months
- CSS – 6 months
- JavaScript – 6 months
- Git – 6 months
- SQL – 3+ years