

# DEVON ROSS

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## Professional Summary

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

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## Education

<b>Coding Bootcamp – Full Stack Web Development</b> University of Wisconsin Extended Campus	August 2021
<b>Economics – Bachelor's Degree</b> <b>Business Administration – Minor</b> University of Wisconsin Green Bay	May 2016
<b>Business Management – Associates Degree</b> Northeast Wisconsin Technical College	August 2014
<b>Supervision Certificate</b> Northeast Wisconsin Technical College	August 2014
<b>Business Operation Certificate</b> Northeast Wisconsin Technical College	August 2014
<b>Phi Theta Kappa Member</b> International Honor Society of Two-Year Colleges	2013 to 2014

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## Work Experience

<b>Volume Management</b> <i>Constellation NewEnergy – Gas Division LLC</i> <ul style="list-style-type: none"><li>• Forecast and validate customer usages and trends by utilizing Excel, SQL, and Power BI</li><li>• Build relationships with utilities</li><li>• Manage and balance customer's usage within utility guidelines</li><li>• Enhance processes and tools for team members</li><li>• Top Performer Award - 2019</li></ul>	2018 to present
<b>Account Management</b> <i>Constellation NewEnergy – Gas Division LLC</i> <ul style="list-style-type: none"><li>• Build customer relationships</li><li>• Renewal of existing customers</li></ul>	2016 to 2018

- 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**

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- Original team member of Volume Manager department technical team – 1+ year
- Microsoft Suite of 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