**DEVON ROSS**

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

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| **Professional Summary** |  |
| * Detail oriented and organized |  |
| * Dedicated worker |  |
| * Empathetic, decisive, and respectful |  |

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

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| **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 |  |
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| **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 |  |
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| **Technical Experience** |  |
| * 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 |  |
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