

Sarah Wells

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PROFESSIONAL EXPERIENCE

Constellation Energy, Houston, Texas

Analyst, C&I Retail Operations, Mid-Atlantic Region – October 2017 – Present

- Resolve Dual/Summary and Bill Ready account issues within Lodestar and Genesis to produce invoices
- Reporting and manual billing for special handling accounts for the Mid-Atlantic region
- CNE liaison for Broker Partner, *Sustainable Star*- oversee manual invoicing and research billing inquiries
- Cross-functional coordination with Sales, Ops, Brokers and Customers to resolve contract, pricing, invoicing/accounting issues
- Provide in-depth account reconciliation analysis including tracking misapplied payments and managing accounting adjustments
- Alleviate adverse impacts to the Customer/Sales by quickly investigating and rectifying erroneous account drop/enrollments
- Primary escalation point for invoicing and reporting inquiries/discrepancies
- Transformation research, UAT, defect resolution, and post-migration prod verification
- Review EDM data repair issues in Stage/Test environment for Production release
- Create SQL and Microsoft Access database queries to help drive process efficiencies across the team

Constellation Energy, Houston, Texas

Associate, C&I Retail Operations, Mid-Atlantic Region – April 2016 – October 2017

- Review unbilled accounts and address work order for accounts requiring immediate action
- Communicate cross functionally with Data Management Pre-Deal/Post-Deal, Transaction Management and Customer Care to ensure quality invoicing, enrollments/drops, invoicing timeliness and issue resolution
- Work with customer/utility to process drops and reinstatements
- Review and complete activities sent by other departments for processing requests and customer inquiries
- Review data reports for metrics reporting on company analytical performance
- Processing of monthly summary bill group releases
- Responsible for monthly invoicing of special handling accounts
- Provide manual customer invoicing reports on summary bill groups for sensitive customers
- Perform account reconciliation requests
- Work directly with sales representatives on account inquiries/issues

Kasha Corporation, Houston, Texas – A Property Management Company

Project Manager - August 2013 – April 2016

- Provide analytical perspectives to important strategic decisions, including risk assessment and management.
- Supply management with formulated data and research in the presenting of compelling analyses and recommendations for optimizing performance.
- Evaluate upcoming projects and new products based on efficient market surveying.
- Optimize company performance through means of evaluating company-invested equipment and innovative software.
- Generate strategic proposals for each project, product, and equipment-venture based on current financial data and consumer demand.
- Collaborate with senior management in the investment appraisal process in modeling economic and valuation analysis of business development opportunities
- Perform risk assessment and analysis on potential investment opportunities and project proposals.
- Analyze strategic pricing, business development, loan structuring, and asset recovery.
- Coordinate and consolidate annual business plans.

EDUCATION

Master of Business Administration <i>Concentration in Energy Management</i> Texas A&M University, Texarkana, Texas	August 2015
Bachelor of Arts, Political Science Texas A&M University, College Station, Texas	May 2012

HONORS

Delta Mu Delta Business Honor Society	March 2015
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LEADERSHIP EXPERIENCE

President, Network of Exelon Women - Houston	2017-2018
Exelon Impact Leader	2017-2018
Effortless Zone Award – A Constellation Award	July 2017

COMMUNITY INVOLVEMENT

Volunteer Court-Appointed Child Advocate, CASA of Central Texas	2014- Present
Event Organizer, Constellation End-to-end coordination of employee volunteer events with the following organizations: Junior Achievement, Habitat for Humanity, Child Advocates of Houston, Salvation Army, Texas Children's Hospital, Candlelighters, and the Constellation Employee Giving Campaign	2016- Present

REFERENCES

David Ender, Kinder Morgan Inc., Supervisor	(956) 763-9113
Elma Teresa Salinas Ender, Senior District Judge, South Texas ADR	(956) 717-5809
David Pfeifer, Constellation, Vice President & General Manager	(281) 772-4195
Mark Ender, Multi-Chem., Sr. PSL Operations Manager	(361) 945-1085