

# Ryan A. Klotzbach

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## PROFESSIONAL EXPERIENCE

University of Arizona  
Full Stack Web Development

Certificate Program  
May 2022 – August 2022

- Junior developer with programming experience in HTML, CSS, and Javascript to create responsive websites.
- Experience in: HTML, CSS, Javascript, Github, Restful APIs, NodeJS, MySQL, MongoDB, Express, React and OOP.
- Familiar with both front-end and back-end frameworks.

USAA  
Phoenix, AZ

Senior Insurance Professional  
May 2012- Present

- Phoenix Regional Site Operations and Strategy Rotation
  - Generation of content for site-wide email communication and presentation content for general manager, site director, and events coordinator.
  - Creating and Promoting site philanthropy programs and coordinating with external organizations to build relationships that support USAA volunteer initiatives.
- Identifies and manages existing and emerging risks that stem from insurance business activities
- Ensures risks associated with business activities are effectively identified, measured, monitored, and controlled.
- Follows written risk and compliance policies and procedures for business activities and operations
- Responsible for coordinating and providing training to include new hires, cross-skilling, 3P support and up-skill training
- Identifies and executes process improvements which maximize operational efficiencies and enhance member experience, acts as a change agent
- Accountable for personal and team performance related to compliance and risk mitigation goals as well as quality, service, deepening and/or acquisition behaviors that are aligned to internal company policies, procedures, and external regulatory standards. Dedicated to first line of defense quality, compliance, and audits. Ensures employees understand how the tasks they perform help mitigate risk and protect the brand and reputation of USAA.
- SERVE and LEAD Coaching Model proficient and change agent for supporting director districts
- USAA Learn to Lead manager development program graduate (Manager Candidate School)
- RS Leadership Team Results POC and Mission Fulfilment POC
  - Development and implementation of strategic plan focused on increasing and sustaining best practices to drive results and fulfil the mission through strong member conversations
  - Analyze and Interpret data to monitor trends and causes to develop action plans and solutions
- New Employee Trainer, Sit in Manager, and Upskill Team Leader supporting New Hire Team as Primary Subject Matter Expert and Coach
  - Insurance Knowledge Resource SME
  - Demonstrated ability to lead and manage teams, facilitate training, and provide one-on-one coaching
- USAA Diversity & Inclusion Veteran Network, Learning & Delivery Military Panel POC for New Employee Orientation
  - Excellent written and oral presentation/communication skills
  - Works closely with and advises senior and middle management
- Experience in utilizing call audit programs, tools and resources

-Development, maintenance, and delivered training and support resources to ensure alignment with business and enterprise strategies

United States Navy  
Naval Hospital Camp Pendleton, Camp Pendleton, CA

Division Officer-Deployment Support Center  
October 2010 – April 2012

- Division Petty Officer of the Human Resources Records Department, leading a department of 12 members
- Assistant Security Clearance Manager for Naval Hospital Camp Pendleton, responsible for the processing and maintenance of military personnel security clearances
- Project management experience: Coordinated military staff security clearances, effectively reduced outstanding staff security clearances from 45% down to 7%
- SharePoint database manager for Deployment Support Center EMPARTS
- Development and presentation of weekly deployment reports and briefs to the Executive Suite
- Conducted process improvement project of the commands check-in process effectively reducing the check in process from 41 steps to 29 and from a 3-day process to 2days through use of project management skills
- Deployment facilitator: Provided instruction to military personnel and family members for pending and upcoming deployments.

Command Operations  
Newport, RI

Officer Training Command  
February 2010 - October 2010

- Managed multiple departments within Officer Training Command, including student pool workforce and engraving departments, as Leading Petty Officer
- Provided leadership for 25 junior personnel responsible for maintaining grounds, buildings, government vehicles, and special events at the Officer Training Command

Nuclear Machinist Mate  
Goose Creek, SC

Naval Nuclear Power Training Center/Nuclear Power Training Unit  
December 2007 - January 2010

## **EDUCATION**

University of Arizona: Certificate Full Stack Web Development

August 2022

Prosci: Certified Change Management Practitioner

November 2021

Northcentral University- Doctorate of Business Administration (ABD)

May 2017

Purdue University Global - Masters of Business Administration

November 2007

Hamilton College – Bachelors of Science in Management

March 2006