Ryan Jared Critchlow

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Professional Summary

Graduate student at Western Washington University pursing an MS in Computer Science. Former support analyst with 3+ years of experience interpreting and analyzing data to drive successful business solutions. Former MIS graduate with a concentration in Data Analytics, possessing strong technical skills rooted in data visualization and data manipulation.

Skills and Technology

Java	Git	Tableau
T-SQL and PL-SQL	Unix	Power B
Python	C	MSSQL

Relevant Experience

Problem Solving

- Maintained customer satisfaction for Körber One Warehouse Management System by troubleshooting, diagnosing, and solving complex business and operational issues within WMS.
- Performance tuned, optimized, and automated SQL tasks via SSMS, utilizing advanced SQL techniques including CTEs, stored procedures, profiling, indexing, SQL Server Agents, and error handling.

Cross Functional Partnership

- Worked directly with stakeholders to implement custom SQL reporting and webpages, delivering 46% more stable releases than Körber support averages, often faster than the average completion time.
- Worked with a team of 6 to identify common onboarding problems and develop a new 30/60/90 training model, which decreased onboarding times by 50%.
- Conveyed technical system specs and flows to business-users for training and documentation by maintaining multiple customer-facing OneNote repositories.

Project Management

- Managed three customer accounts, aligning stakeholders on both ends for all process development and change controls.
- Familiar with agile methodologies and successfully managed client projects through sprint cycles, delegating tasks to team members that fit skill level and expertise.
- Created a dynamic inventory management tool in Excel, enabling project managers to better utilize inventory, resulting in materials cost savings upwards of 7%.

Work History

Redlight Bar and Restaurant - Server	Bellingham, WA | 2023 – Now
Körber Supply Chain - Support Analyst L4	Bellingham, WA | 2020 – 2023
Aslan Brewing, Co. - Host/Food Server	Bellingham, WA | 2018 – 2020
Bespoke Construction - Lead Carpenter	Bellingham, WA | 2016 – 2018

Education

Western Washington University   **Bellingham, WA**

Master of Science – Computer Science. Research on human error theory in autonomous driving systems.
   Expected March of 2026

Bachelor of Arts – Management of Information Systems.
Minor – Data Analytics
   Completed in March of 2020.