

Ryan Cottle

Location: Spanish Fork, UT 84660 | **Phone:** (801)-668-7715 | **Email:** cottlert@gmail.com |

LinkedIn: <https://www.linkedin.com/in/ryan-cottle/> | **GitHub:** <https://github.com/rtcottle> |

Portfolio: <https://rtcottle.github.io/professional-portfolio/>

SUMMARY

Adaptive **team player** with proven success in customer service and team collaboration. **Problem solving** individual that is passionate about clear communication. Enthusiastic **Full Stack Web Developer** with a fondness for maintainable code.

TECHNICAL SKILLS

Languages: JavaScript ES6, CSS3, HTML5, SQL, NoSQL

Applications: GitHub, GitHub Pages, Heroku, MongoDB, MySQL, VS Code, CLI, MongoDB Compass, Insomnia

Tools: Express, React, Node, Handlebars, JQuery, Bootstrap, Bulma, DayJS, NPM, Sequelize, Tailwindcss, Material UI

PROJECTS

Daily Planning App | <https://rtcottle.github.io/daily-planner/> | <https://github.com/rtcottle/daily-planner>

- Summary: Application used to take notes that save to local storage.
- Role: Single project
- Tools: HTML, CSS, Bootstrap, JavaScript, DayJS, JQuery

Stock Price and Article Comparison App | <https://rtcottle.github.io/stockarticlepricing/> | <https://github.com/rtcottle/stockarticlepricing>

- Summary: Application to look up past and present stock articles and associated prices.
- Role: JavaScript function with page interaction, HTML, and README
- Tools: HTML, CSS, Bulma, Third-party APIs

Park Hopper App | <https://stat-tasktics.herokuapp.com/> | <https://github.com/rtcottle/daily-planner>

- Summary: Application to journal, plan, and review national park visits.
- Role: JavaScript and MySQL function
- Tools: ES6, MySQL, Handlebars, Tailwind CSS

PROFESSIONAL EXPERIENCE

BRIGHAM YOUNG UNIVERSITY | Provo, UT | 2022-Present

Business Analyst (2022-Present)

Manage data and reports for senior university leadership and develop dashboards of worthwhile data for informed and wise decision-making. Additionally, assist student interns with their projects as well as personal development.

- Maximize resource use by working with students and decommissioner to stop maintaining stale software.

- Develop maintainable reports and associated developer notes for future use and maintenance.
- Communicate with technology planning center, leadership, and other teams to shape the future of the university as well as the church education system (CES).

REVERE HEALTH | Provo, UT | 2015-2022

Contact Center Liaison (2022)

Quality Assurance Supervisor/Team Lead (2020-2022)

Team Lead Shadower (2018-2020)

Contact Center Representative (2015-2017, 2018)

Hired to produce great customer service, moved through the promotion chain quickly and gained responsibility. Credited with reducing turnover on 15-person team and maintaining team morale during COVID-19. Simplified daily-use software tool to be easily understandable and maintainable.

- Excelled at multi-office relationship management through communicating and presenting solutions for improving processes that reduced excess time use and costs.
- Spearheaded operation development with multiple departments in Revere Health to increase patient care levels and employee efficiency.
- Extreme attention to detail while updating critical software using SQL resulting in an easy-to-use tool for representatives to navigate while speaking with patients.
- Built foundation of quality assurance program while providing feedback to QA program and employees to improve.
- Conducted trainings and gave improvement critique for both training program and employees.

WALGREENS PHARMACY | Bountiful, UT | 2018

Designated Hitter (Jun.-Oct. 2018)

Photo Department Associate (Mar.-Jun. 2018)

Storefront Associate (Feb.-Mar. 2018)

Demonstrated learning ability through fast-paced promotions resulting in versatile skillset for store. Gained pharmacy technician in training permit (PTCB) to work in the pharmacy to better help customers with prescriptions and increase workflow in pharmacy during peak hours. Performed various projects both alone and in teams to maximize storefront sales and performance.

- Helped management reduce hiring costs by passing PTCB exam on first attempt and expanded skillset to fill multiple roles.
- Improved prescription completion time when assisting pharmacy by filling and organizing prescriptions and customer service.
- Reorganized stockroom layout to increase efficiency and reduce time finding product and counting inventory.

EDUCATION

Full Stack Development Certificate: University of Utah, 2023

M.B.A., Business Administration: Colorado State University, 2021-2022 incomplete

Lean Six Sigma Green Belt Certificate (LSSGB): Six Sigma Global Institute, 2021

B.S., Psychology: Brigham Young University, 2019