

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/advanced-CSS-portfolio-1/>

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 of maintainable code.

TECHNICAL SKILLS

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

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

Tools: Express, React, Node, Handlebars, JQuery, Bootstrap, Bulma, DayJS, NPM

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://bikeller104.github.io/StockArticleComparison/> | <https://github.com/bikeller104/StockArticleComparison>

- 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 | Application | <https://github.com/MattThurn/Park-Hopper>

- Summary: Application to journal, review, and plan 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 for senior university leadership and develop dashboards of worthwhile data to make informed and wise decisions. Additionally, manage student interns and help them learn and grow in a model for great success in data management.

- Reduced amount of wasted resources while working with interns and decommissioner to stop maintaining stale software.

- Saved BYU and affiliate schools (\$\$) of dollars by streamlining and simplifying the software use.
- Develop and utilize means of communication for projects across the IT department.

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 still in use today.

- Excelled at multi-office relationship management through communicating and presenting solutions for improving processes that reduce excess time use and reduce costs.
- Spearheaded development of operations that benefit multiple departments within Revere Health and increase patient care levels while keeping employee cost down.
- Built groundwork for quality assurance program that was able to lead into new technology and assist the process of change and implementation.
- Extreme attention to detail while updating critical software using SQL. Results in an easy-to-use tool for representatives to navigate while speaking with patients.
- Ensured trainings are current for employees as well as new hires to maximize skillset and reduce the time patients wait in phone queue.

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 promotion resulting in versatile skillset for store. Gained pharmacy technician in-training permit 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 expand skillset to fill multiple roles.
- Rearranged stockroom to increase efficiency and reduce time finding product and counting inventory.
- Elevated customer experience with pharmacy through speedy medication filling and warm customer service.
- Improved prescription completion time by assisting pharmacy during peak hours filling, organizing, and selling prescriptions.

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