

# Tyson Cottam

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<https://tysoncottam.com>

## Education

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Utah Valley University

*Pursuing Bachelor Degree: UX/UI Designer*

Eagle Mountain, UT

FALL 2022

## Experience

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### Instructure

Pleasant Grove, UT

*L1 Support Engineer*

June 2018 - Present

- Organized important case details to provide clear instructions to client through follow up emails
- Resolved client's concerns within the first contact
- Maintained and completed over 35 cases each day while also going above and beyond for each customer
- Communicated with co-workers effectively on time-sensitive subjects

### Advanced Conservator Resources, LLC

Draper, UT

*Accounting Consultant*

Mar 2017 – June 2018

- Electronically organized over 10,000 client records such as financial documents, checks, and legal statements
- Performed accounting verification on client bank reconciliation statements to ensure accurate financial statements for the Department of Veteran's Affairs
- Enhanced numerous business processes to ensure proper compliance for sensitive customer data

### DownEast Home

South Jordan, UT

*Warehouse Manager*

Feb 2016 – Mar 2017

- Received shipments and ensured quality product control for over 1,000 shipments
- Excelled in managing customer expectations and providing a high level of customer satisfaction on a daily basis
- Managed excel spreadsheet to ensure inventory control

## Volunteer

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### The Church of Jesus Christ of Latter-Day Saints

Nashville, TN

*Volunteer Missionary*

Sept 2013-Sept 2015

- Maintained 80+ hour work week for two years, teaching Christian principles to hundreds of families
- Supervised, motivated, and trained missionaries in communication and leadership skills

## Personal Projects

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### UI/UX Design

- Built and maintained over 20+ live responsive websites with modern HTML, SCSS, SASS, and JavaScript
- Deployed live websites through Firebase, GitHub, and Netlify
- Crafted and polished elegant photos, icons, and logos through Adobe Illustrator & Photoshop

### Architecture

- Designed an entire house in Revit for a college project, including the floor plans and a detailed rendering with scenery and landscaping
- Created detailed 3-Dimensional objects in AutoCAD for over 50 projects