

# TYSON COTTAM

UX / UI DESIGNER

## DETAILS

Portfolio —  
tysoncottam.com

Phone —  
801.822.9198

Email —  
tysoncottam@gmail.com

## SKILLS

Adobe XD

Adobe Photoshop

Adobe Illustrator

Figma

Invision

HTML 5

SCSS

SASS

## VOLUNTEER

Missionary —  
The Church of Jesus Christ  
of Latter-Day Saints  
(Sept 2013 - Sept 2015)

## PROFILE

I strive to create a premium user experience. My designs are intuitive, modern, and intelligent. Interacting with a product should create a positive influence on the consumer and drive them to share it with others. I enjoy helping clients create the perfect experience for their audience.

## EDUCATION

### Utah Valley University

Pursuing Bachelor Degree: Interaction Design

Orem, UT

Fall 2022

## EMPLOYMENT HISTORY

### Instructure

*L1 Support Engineer*

Pleasant Grove, UT

June 2018 - Present

- Consistently maintaining above 90% CSAT each month with 35 cases daily
- Resolving client's concerns within the first contact
- Organizing important case details to provide clear instructions to client through follow up emails
- Communicating with co-workers on problems they are facing and providing detailed instructions for solutions.

### Advanced Conservator Resources

*Accounting Consultant*

Draper, UT

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

*Warehouse Manager*

South Jordan, UT

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