Tyson Cottam

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[https://tysoncottam.com](https://tysoncottam.com/)

Education

Utah Valley University Orem, UT

*Pursuing Bachelor Degree: Web Design & Development* Apr 2022

Experience

**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

**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

**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